

**ALABAMA WORKFORCE  
INVESTMENT AREA**

**PY 2005-2006**

**LOCAL AREA PLAN  
AND  
PY2005 ANNUAL GRANT  
AGREEMENT**

**Alabama Workforce Investment Area (AWIA)**  
**Local Area Plan**  
**July 1, 2005 – June 30, 2007**

**I. AWIA Vision for Workforce Development**

The AWIA vision for workforce development integration is based on a collaborative bottoms-up planning approach involving business and industry, education, economic development, and the public workforce system partners. The AWIA has initiated a regional advisory council structure as adjunct bodies to the AWIA Workforce Investment Board. These ten (10) regional advisory councils are comprised of private sector, economic development, education, and local workforce representatives who will provide recommendations to the AWIA WIB regarding workforce resources in each region. Each regional advisory council will recommend regional strategies to address the challenges within their respective areas based on the local economy and the business/industrial mix in the area.

**II. AWIA's Key Workforce Investment Priorities**

The AWIA's key priorities for workforce investment include:

- Regional bottoms-up input on local workforce priorities for employment and training services based on local employment agencies.
- Effectively integrate workforce services into a seamless system for jobseekers and employers.
- Establish a worker credentialing system that matches worker skills with available jobs.
- Assure skills training is utilized for high growth, high demand occupations.
- Streamlining and consolidating workforce agency functions into a single agency.
- Reduce waste and duplication in the workforce development system.
- Coordinate and collaborate with regional and local economic development entities to facilitate jobseeker access to high demand, high growth jobs.

These priorities, when fully carried out and implemented, will provide a cohesive workforce development system in AWIA that is responsive to employers and jobseekers in a relevant and very timely manner.

**III. Local Governance Structure**

A. Organizational chart Attachment 1.

## B. Agency Relationships

The Director of the Office of Workforce Development (OWD) is a member of and works closely with members of the Alabama Workforce Planning Council which is the Governor's workforce cabinet. The Planning Council is composed of the directors of Alabama's workforce agencies which include the Department of Industrial Relations, the Department of Postsecondary Education, the Department of Rehabilitation Services, the Department of Human Resources, and the Office of Workforce Development. In addition to this, there is daily contact between staff of all of these agencies as they pursue their normal, daily work which involved coordination and collaboration to ensure workforce development services are available to Alabama's citizens as needed.

## IV. Local Workforce Investment Board

### A. Organization and Structure of the Board.

The Alabama Workforce Investment Area (AWIA) Board is a "Balance of State Board" covering 65 of Alabama's 67 counties and is comprised of 52 members. There are 50 voting members and 2 non-voting Youth Council members.

The AWIA Board has Board Chair, a Vice Chair, and an Executive Secretary. A seven (7) member Executive Committee exists to conduct business outside the quarterly Board meetings.

### B. AWIA Board Member List

See Attachment 2

### C. Accessibility

All meetings of the Alabama Workforce Investment Area (AWIA) Board are publicly announced in eight to ten Alabama newspapers at least two weeks prior to each meeting and are open and accessible to the general public. The public notice lists a TDD telephone number to call to access information about each meeting and includes a statement that auxiliary aids and services are available upon request to individuals with disabilities. The meetings are held in handicapped accessible locations.

Membership information and meeting minutes are maintained at the Alabama Office of Workforce Development, 401 Adams Avenue, Montgomery, Alabama.

#### D. Conflict of Interest Policy

Circumstances which constitute conflicts of interest for Board members were addressed on January 7, 2000, by the "State Policy on Conflicts of Interest" for both State and Local Workforce Investment Boards. This policy was transmitted through the Governor's Workforce Development Directive No. PY 99-05. It included the Alabama Code of Ethics for Public Officials, Employees, etc., definition for a conflict of interest as follows:

A conflict on the part of a public official between his or her private interests and the official responsibilities inherent in an office of public trust. A conflict of interest involves any action, inaction, or decision by a public official or public employee in the discharge of his or her official duties which would materially affect his or her financial interest or those of his or her family members or any business with which the person is associated in a manner different from the manner it affects the other members of the class to which he or she belongs.

The State Policy Directive also included Section 111(f) and Section 117(g) of the Workforce Investment Act of 1998, as it applied to both the State and Local Boards.

Specifically, as provided in Section 111(f) and 117(g) of the Workforce Investment Act, a State or Local Board may not:

Vote on a matter under consideration by the Board-

- a) regarding the provision of services by such member (or by an entity that such member represents); or
- b) that would provide direct financial benefit to such member or the immediate family of such member; or

Engage in any other activity determined by the Governor to constitute a conflict of interest as specified in the State Plan.

The Alabama Workforce Investment Area Board adopted their "Conflict of Interest Policy" and "Bylaws" on June 29, 2000, incorporating the State Policy Directive into their policy document. These documents included additional language as follows.

Use or attempt to use the appointment to secure benefits, privileges, exemptions, or advantages for the member, any member of their immediate family, or an organization with which the member

is associated which are different from those normally available to a member of their business classification, profession, or organization.

Any Board member with a potential or actual conflict of interest must disclose that fact to the Board (or the Executive Secretary) as soon as the conflict is discovered and, to the extent possible, before the meeting involving the issue to be discussed. If it should be determined during the meeting that a conflict of interest exists, the member must verbally declare such conflict of interest, such declaration must be clearly noted in the minutes, and the member must excuse him/herself from the remainder of the discussion and voting.

E. Board Resources

The Alabama Workforce Investment Area (AWIA) does not provide the AWIA Board with a dedicated budget, but does provide dedicated staff and funds for meetings, as well as for activities recommended by the AWIA Board.

F. AWIA Memorandum of Understanding

See Attachment 3

**V. Structure and Process for Coordination between Partners and the AWIA Workforce Investment Board**

A. Workforce Planning Council

Since the AWIA is a sixty-five (65) county Balance of State Board (all counties except Jefferson and Mobile) and the Governor is the Chief Elected Official (CEO), the Workforce Planning Council (created by Governor's Executive Order 17) is the coordinating entity for workforce programs in Alabama. The council is comprised of all workforce agency program heads in Alabama.

B. Sharing Information

Information is shared among the local partners in several ways; both formal and informal. The Workforce Planning Council meets on a quarterly basis to share information among the partners. Also, the AWIA Section within the Workforce Development Division (WDD) issues AWIA Directives and memorandums to other workforce agencies as necessary.

## **VI. Economic and Labor Market Analysis**

### **A. Current Base by Industry**

Annual employment figures for 2003 indicate an average employment base of over 1.8 million people. Health Care and Social Assistance as well as Professional, Scientific, and Technical Services showed the greatest gains from 2002 figures. Eleven of the major industry divisions decreased over 2003 with manufacturing exhibiting the largest loss. Thirty-one of Alabama's 67 counties had gains in average monthly employment.

Non-manufacturing employment averaged 1,529,959, up 6,631 from 2002. Manufacturing employment averaged 293,601, registering a decrease of 4.5 percent from 2002. Of the 21 Manufacturing Sectors, 17 showed decreases over the past year. The greatest over-the-year increases were in Leather and Allied Products and Beverage and Tobacco Products.

### **B. Industries and Occupations Growth**

From 1992 to 2002, manufacturing across the country has garnered lessening amounts of employment distribution, showing almost a 9 percent decline over the period. However, from 2002 to 2012 only a .1 percent annual average loss is projected. In contrast, Alabama is looking forward to an additional 5,570 jobs in manufacturing; building the employment base from 307,340 in 2002 to 312,910 in 2012. Although textile and apparel employment should continue to fade, gains in other manufacturing areas will offset losses.

Employment in Motor Vehicle Manufacturing is expected to top the list of fast-growing industries, increasing 8.35 percent annually over the ten-year period. This will add about 6,260 jobs to the 2002 base-year employment of 5,090. Although Employment Services has the states fifth largest annual growth rate at 4.36 percent, this industry leads overall employment net change from 41,220 in 2002 to 63,190 in 2012 – a net of 21,970 jobs over the period. Also significant is Computer Systems Design and Related Services. This high-growth area is expected to add over 7,300 jobs to the Alabama labor market economy with an annual 4.14 percent growth. The following chart lists the top ten industries identified as fast growing.

NAICS	INDUSTRY TITLE	Employment				Annual Growth Rate
		2002	2012	Net Change	Percent Change	
3361	Motor Vehicle Manufacturing	5,090	11,350	6,260	122.99	8.35
5181	ISP's and web search Portals	390	770	380	97.44	7.04
5416	Management and Technical Consulting Services	4,960	7,840	2,880	58.06	4.68
6239	Other Residential Care Facilities	1,650	2,560	910	55.15	4.49
5613	Employment Services	41,220	63,190	21,970	53.30	4.36
6216	Home Health Care Services	6,690	10,240	3,550	53.06	4.35
6233	Community Care Facilities for the Elderly	5,100	7,800	2,700	52.94	4.34
4922	Local Messengers and Local Delivery	600	910	310	51.67	4.25
5415	Computer Systems Design and Related Services	14,660	22,000	7,340	50.07	4.14
4859	Other Ground Passenger Transportation	210	310	100	47.62	3.97

The U.S. Bureau of Labor Statistics reports that although automated technology and faster looms are boosting productivity nationwide, competition and an increase in imports in fiber, yarn and thread mills will drive this sector down through 2012. In addition, employment declines are expected nationwide in Coal Mining due to industry consolidation, international competition, and advances in productivity. These losses are reflected in the Alabama economy.

Although not included as long-term fast-growing industries, both the Retail and the Administrative and Waste and Remediation Services sectors are expected to show the greatest employment net increase before the end of 2005. Combined, they are projected to add 10,100 jobs or 2.26 percent and 5.46 percent respectively to their base year employment. Arts, Entertainment, and Recreation as well as Real Estate Rental and Leasing sectors are also expected to add 1,700 jobs to the economy.

Healthcare Practitioner and Technical occupations will lead job growth through 2012. This group comprises such fast-growing fields as Medical Assistants, which tops the list with an anticipated growth of over 51 percent. This occupation should provide approximately 240 annual openings across the state. Home Health Aides are also expected to provide employment growth by almost 49 percent over the period. Computer and Mathematical Occupations are well represented in the fast-growing category as Network Systems and Data Communication Analysts lead the group with an anticipated 45 percent increase from 1,410 employed in 2002 to 2,050 in 2012. One-third of occupations identified as fast-growing are in these two major occupational groups. Healthcare Support Occupations is the third major group on the list of fast-growing occupations. Of these, Home Health Aides are expected to grow almost 49 percent and are also

identified as high-demand. The ten occupations with the highest annual expected growth through 2012 are shown in the following chart.

Occupation	Employment 2002      2012		Percent Change	Annual Average Openings	Education/Training/Experience
Medical Assistants	3,410	5,160	51.30	240	Moderate-term on-the-job training
Veterinary Technologists and Technicians	610	910	49.20	40	Associate Degree
Home Health Aides**	7,480	11,140	48.90	465	Short-term on-the-job training
Medical Records & Health Info. Technicians	2,280	3,330	46.10	140	Associate Degree
Network Sys. And Data Commun. Analysts	1,410	2,050	45.40	80	Bachelor's degree
Personal and Home Care Aides	3,880	5,490	41.50	220	Short-term on-the-job training
Computer Software Engr., Sys. Software	2,440	3,430	40.60	125	Bachelor's degree
Computer Software Engineers	3,260	4,560	39.90	160	Bachelor's degree
Counselors, Social, and Religious Workers, All Other	3,180	4,420	39.00	185	Generally, a bachelor's degree to first professional degree
Dental Hygienists	2,170	3,010	38.70	105	Associate Degree

Although high demand occupations will continue to readily present employment opportunities, those jobs with the highest demand typically will employ workers with less skill and pay lower wages. As a result, an individual working in one of these jobs is more likely to hold multiple jobs for shorter periods of time in order to climb up the wage scale. Occupations representing a career path will have higher skill and wage levels as well as growth opportunities across industries in a career matrix.

SOC      Occupation		Annual Job Openings		
		Total	Growth	Separations
41-2011	Cashiers	3,990	765	3,225
41-2031	Retail Salespersons	3,320	835	2,485
35-3021	Combined Food Prep. & Serving Workers	2,610	845	1,765
35-3031	Waiters and Waitresses	2,475	550	1,925
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	1,835	200	1,635
29-1111	Registered Nurses	1,615	850	765
43-9061	Office Clerks, General	1,595	510	1,085
11-1021	General and Operations Managers	1,540	600	940
53-3032	Truck Drivers, Heavy and Tractor-Trailer	1,370	735	635
37-2011	Janitors and Cleaners, Except Maids	1,075	460	615



### C. Industry and Occupational Declines

A look at declining industries through 2012 indicates that Textiles should dominate losses in the Manufacturing sector with a combined decrement of 15,460 jobs. Textile and apparel plants in Alabama continue to lose employment slightly faster than the national. In the past, these plants were the backbone of Alabama manufacturing however, through 2012 the greatest contributor to decline will be Cut and Sew Apparel Manufacturing with an estimated annual contraction of 8.95 percent. Of the ten fastest declining industries statewide, seven are expected to occur in the Manufacturing sector. Refer to the following chart for a statewide listing of the top ten declining industries.

NAICS	INDUSTRY TITLE	Employment				Annual Growth Rate
		2002	2012	Net Change	Percent Change	
3152	Cut and Sew Apparel Manufacturing	7,940	3,110	-4,830	-60.83	-8.95
3133	Textile and Fabric Finishing Mills	2,750	1,310	-1,440	-52.36	-7.15
3151	Apparel Knitting Mills	9,270	5,100	-4,170	-44.98	-5.80
3132	Fabric Mills	6,640	3,920	-2,720	-40.96	-5.13
4247	Petroleum Merchant Wholesalers	2,750	1,790	-960	-34.91	-4.20
3131	Fiber, Yarn, and Thread Mills	6,690	4,390	-2,300	-34.38	-4.13
2121	Coal Mining	3,450	2,410	-1,040	-30.14	-3.52
4245	Farm Product Raw Material Merchant Wholesalers	800	610	-190	-23.75	-2.68
3253	Agricultural Chemicals Manufacturing	2,250	1,740	-510	-22.67	-2.54
3329	Other Fabricated Metal Product Manufacturing	3,720	2,980	-740	-19.89	-2.19

Alabama's top declining occupations reflect losses in their respective industries as well as changes in occupational technology. Occupations noted with "\*\*\*" qualify among the 30 occupations with the largest job decline in the 2002 – 2012 according to the Bureau of Labor Statistics. Seven of these top 10 are production occupations representing over 8,000 Alabama workers with transferable manufacturing skills.

SOC	Occupation	Employment		Net Change
		2002	2012	
51-6031	Sewing Machine Operators	10,760	7,460	-3,300
45-9099	Farming, Fishing, and Forestry Workers, All Other (OES Only)	15,950	14,000	-1,950
51-6063	Textile Knitting and Weaving Machine Setters, Operators, and Tenders**	5,760	3,910	-1,850
51-6064	Textile Winding, Twisting, & Drawing Out Machine Setters, Operators & Tenders**	5,260	3,810	-1,450
43-9022	Word Processors and Typists**	3,200	2,560	-640
51-2022	Electrical & Electronic Equip. Assemblers**	2,860	2,380	-480

51-6061	Textile Bleaching and Dyeing Machine Operators and Tenders**	1,120	700	-420
51-6099	Textile, Apparel, and Furnishings Workers, All Other	2,250	1,840	-410
43-4131	Loan Interviewers and Clerks	2,900	2,540	-360
51-6091	Extruding & Forming Machine Setters, Oper. & Tenders, Synthetic & Glass Fibers	1,690	1,400	-290

#### D. Demand for Skilled Workers

The High Growth Job Training Initiative laid out by President Bush identifies industries that are either primary or secondary high-growth industry areas in the national economy. These national areas overlap the Alabama economy in multiple industries that are targeted for growth. These include Healthcare, Information Technology, Shipbuilding, Aerospace, and Automotive manufacturing.

By 2012 the Healthcare sector will require skilled workers in Other Residential Care Facilities, Home Health Care Facilities, and Community Care Facilities for the Elderly. The following occupations are staffed in Healthcare industries and are fast-growing occupations.

Healthcare Fast-Growing Occupations	2012 Employment	Percent Change From 2002
Medical Assistants	5,160	51.3
Home Health Aides	11,140	48.9
Medical Records & Health Info. Tech.	3,330	46.1
Personal & Home Care Aides	5,490	41.5
Social & Human Service Assistants	5,240	37.2

ISP's and Web Search Portal industries are fast-growing in Alabama and are included in the President's Information Technology sector. Information Technology staffs the following fast-growing Computer and Mathematical occupations.

Information Technology Fast-Growing Occupations	2012 Employment	Percent Change From 2002
Network Systems & Data Communication Analysts	2,050	45.4
Computer Software Engineers, System Software	3,430	40.6
Computer Software Engineers, Applications	4,560	39.9
Database Administrators	1,170	36.0
Network and Computer System Administrators	2,780	31.1

Biotechnology jobs were identified from Medical and Diagnostic Laboratories, Scientific Research and Development Services, Architectural, Engineering and Related Services, and Pharmaceutical and Medicine Manufacturing. The occupations listed below are a select few from the Life, Physical and Social

Science Occupational Group as they are most closely associated to Biotechnology.

Biotech Occupations	2012 Employment	Percent Change From 2002
Medical Scientists, Except Epidemiologists	240	20.0
Chemists	1,000	9.9
Biological Technicians	60	13.9
Chemical Technicians	780	2.6

Although the nation faces a decline automotive manufacturing employment, Alabama has succeeded in recruiting automotive manufacturers to boost employment. As a result, the following occupations are expected to grow.

Automotive Manufacturing	2012 Employment	Percent Change From 2002
Painters, Transportation Equipment	1,350	26.2
Production, Planning, and Expediting Clerks	5,870	24.4
Engine and Other Machine Assemblers	1,050	23.5
Electricians	14,260	22.7

#### E. Skill Needs for Available Jobs

Occupation	Knowledge	Skills	Ability
Home Health Aides	English language Customer and personal service Administration and management Mathematics Sales and marketing	Active listening Reading comprehension Speaking Mathematics	Oral comprehension Oral expression Speech clarity Speech recognition Near vision
Security Guards	Public safety and security Customer & personal service English language Law and government Clerical	Reading comprehension Active listening Speaking Social perceptiveness Monitoring	Problem sensitivity Selective attention Inductive reasoning Near vision Oral comprehension
Receptionists and Information Clerks	Customer and personal service Clerical English language	Active listening Speaking Reading comprehension Writing Service orientation	Oral comprehension Oral expression Speech recognition Speech clarity Written comprehension
Medical Assistants	English language Customer and personal service Medicine and dentistry Clerical	Active listening Speaking Social perceptiveness Instructing Reading comprehension	Oral comprehension Oral expression Speech clarity Near vision Problem sensitivity
Counter and Rental Clerks	English language Customer and personal service Administration and management Mathematics Sales and marketing	Active listening Reading comprehension Speaking Mathematics	Oral comprehension Oral expression Speech clarity Speech recognition Near vision
Nursing	Customer and personal service	Active listening	Problem sensitivity

Aides, Orderlies, and Attendants	English language Education and training Medicine and dentistry	Speaking Instructing Coordination Time management	Oral comprehension Oral expression Near vision Speech recognition
Registered Nurses	Medicine and dentistry Psychology Customer and personal service English language Biology	Active listening Reading comprehension Critical thinking Instructing Speaking	Problem sensitivity Oral expression Oral comprehension Inductive reasoning Written expression
Personal and Home Care Aides	Customer and personal service English language	Active listening Social perceptiveness Coordination Service orientation Monitoring	Oral comprehension Problem sensitivity Speech clarity Oral expression Speech recognition
Preschool Teachers, Except Special Education	Education and training Customer and personal service English language Psychology Fine arts	Speaking Learning strategies Instructing Social perceptiveness Active listening	Oral expression Oral comprehension Speech clarity Problem sensitivity Time sharing
Dental Assistants	Medicine and dentistry Customer and personal service English language Clerical Chemistry	Active listening Reading comprehension Speaking Social Perceptiveness Coordination	Oral expression Oral comprehension Written expression Near vision Information Ordering

#### F. Local Area Migration Patterns

<b>State Workplace</b>	<b>Total Number of AL Commuter Workforce in each Workplace</b>	<b>Percentage of AL Commuter Workforce in each Workplace</b>
Alabama	1,821,892	95.88 %
Georgia	39,667	2.09 %
Mississippi	12,416	0.65 %
Tennessee	8,662	0.46 %
Florida	6,234	0.33 %

<b>State of Residence</b>	<b>Total Number of State Commuter Workforce</b>	<b>Number of Commuter Workforce Entering AL</b>	<b>Percentage of each State Commuter Workforce</b>
Mississippi	1,164,118	6,991	0.60 %
Tennessee	2,618,404	8,565	0.33 %
Florida	6,910,168	9,460	0.14 %
Georgia	3,832,803	10,051	0.26 %

#### G. Skill Gaps

In general terms, the skill gaps of workers in Alabama are those which result from moving from a low-skill, labor-intensive economy based to a significant extent on textile and apparel, low-tech manufacturing and agribusiness to a 21<sup>st</sup> Century innovation economy based largely on advanced manufacturing and higher-

tech services. To transition from the old to the new economy, many Alabamians need to improve basic skills in such areas as applied reading, problem solving, applied mathematics, communication and applied technology.

Once these foundational skills are mastered, a much larger number of Alabamians need to master technical skills. These needs are particularly acute in such areas as advanced manufacturing where multi-craft industrial maintenance, machining, tool and die, sheet metal, and welding technicians and related skills are insufficient to meet current and projected demands. Similarly in the aerospace sector, airframe and power plant certified technicians are not available in sufficient numbers to meet demand.

In the service sector, various healthcare technicians and nurses are in short supply. There are also shortages in such low-wage service areas as cashiers and retail sales clerks, but the required training for these entry-level positions does not normally greatly impact the public workforce development system.

More specifically, each of the recently-created eleven Regional Advisory Councils are currently analyzing labor market and economic development information and completing a regional "Status of the Workforce Report" based on their respective regional economies. These reports address the issue of declining occupations / sectors vs. growing occupation / sectors and the skill gaps created by such job churning. This information will be provided to the State Planning Council and State and Local Workforce Boards annually to inform system planning, to more closely define skill gaps, and to target education and training resources accordingly.

#### H. AWIA Critical Workforce Development Needs

The AWIA's most critical workforce development needs are to maximize the pool of skilled workers needed for advanced manufacturing, automotive manufacturing, aerospace manufacturing, and healthcare occupations. These industry groups will require a significant pool of trained/skilled workers through the end of the decade.

The AWIA is also addressing worker credentialing so worker skills can be addressed across industries and occupations to allow mobility between industries and specific occupations.

## **VII. Workforce Development Strategies**

### **A. Workforce Development Resources**

The AWIA has initiated a regional advisory council structure with the establishment of eleven (11) regions to provide input to the AWIA Local Board. These regional councils will identify priorities for skills training in high demand and/or shortage occupations. Recommendations will be made to the Local Board regarding the utilization of resources and services.

### **B. Targeted Industries**

Targeted industries for workforce development services in the AWIA include automotive manufacturing, advanced manufacturing, distribution center operations, and aerospace manufacturing. These industries represent significant job growth in the AWIA local area.

### **C. Strategies to Promote Partnerships**

The AWIA cannot be separated per se from the State as a whole because of the size and scope of the area. As such, the Workforce Planning Council established by Executive Order 17 includes all the workforce partners that meet quarterly. This group continuously identifies workforce challenges and recommends solutions to these challenges.

## **VIII. Career Center Policies**

### **A. Collaboration and Integration**

The AWIA began the development of the Alabama Career Center in 1996 with the eventual goal of the co-location of all mandated partners where possible. In rural areas where it was not possible to have on-site participation of all mandated partners, information has been made available regarding the services available from all partners in the Alabama Career Center System. The AWIA is currently completing a major downsizing of the system due to fiscal consideration. The exact number of offices have not been finalized. Even with downsizing, we anticipate that we will maintain approximately twenty-three (23) comprehensive Career Centers with fourteen (14) non-comprehensive centers.

Recognizing that co-location is only the beginning we issued instructions, in conjunction with the State, that every Career Center

would routinely conduct Cross Awareness Training to insure that all staff in a center would have a working knowledge of the services and activities provided by all partner agencies in the Career Center System.

Monthly interagency staff meetings are also required in addition to any single agency staff meetings that may occur. Bringing all staff in a center together to discuss common concerns, issues, and opportunities fosters a much greater opportunity for the collaboration and coordination of service provisions.

#### B. Universal Access

The Alabama Workforce Investment Area's Memorandum of Understanding (MOU) describes in detail the roles and responsibilities of each of the mandated (one-stop) partners in the delivery of service which ensures that all adults, youth, and dislocated workers have universal access to the minimum required core services as described in Section 134(d)(2). The appendix to the AWIA's MOU includes detailed matrices listing core, intensive and training services, and which of the partner agencies provide which services. Specifics regarding the provision of core, intensive, and training services by each Career Center partner are available for review in the AWIA MOU revised May 17, 2005, included in the attachments to the Plan.

#### C. Job Corps and State Apprenticeship Program

There are two Job Corp Centers located within the AWIA, one in Gadsden and one in Montgomery. Each of these centers have a representative presiding on the local workforce board and on the AWIA youth council. All Career Centers within the local area have Job Corp recruiters available either full-time or on an itinerant basis from another center. The two comprehensive centers with a local Job Corp Center have a very close working relationship. Examples of their working relationship includes 1) the Montgomery Career Center conducts a Job Shop every other Tuesday for Job Corp participants; 2) a Job Corp representative is located within the Career Center daily; and 3) the local Job Corp Center refers participants to the Career Center for consideration for additional occupational skills training available via WIA funded Individual Referral or Individual Training Accounts, depending on age, at area community colleges.

The AWIA encourages the referral of individuals from the Career Centers to available apprenticeship opportunities in several ways.

Staff at the USDOL Bureau of Apprenticeship and Training (BAT) office in Alabama conducts statewide workshops at least annually to provide current information regarding apprenticeship opportunities. The next scheduled workshop will be conducted at the 2005 Alabama Workforce Development Conference on September 28, 2005. Staff work closely with Alabama's Career Tech. Apprenticeship Programs through the State Department of Education to facilitate referrals of youth to apprenticeship occupations via the public school system. Staff of the AWIA have been working with the Construction Education Foundation of Alabama to establish construction crafts training courses available at various community colleges. All of these programs are approved by the Bureau of Apprenticeship and Training (USDOL).

## **IX. Provider Selected Policies**

### **A. Local Training Providers**

The Alabama Workforce Investment Area (AWIA), in accordance with Section 122 of the Workforce Development Act and applicable Governor's Workforce Development Directives, has developed policies governing the determination of local level training providers. These policies were presented to the local board and published via local area directive. The AWIA recognizes and uses the state-maintained online database of eligible training providers and makes recommendations to the state level program operators for the inclusion of providers and programs identified through its local application procedure.

The AWIA continuously accepts applications from interested providers of training services. Applications are evaluated based on the information provided by the applicant and basic eligibility requirements as stated in the act. Once a determination is made that a provider meets the requirements of Section 122, a recommendation for inclusion on the statewide listing of eligible training providers is made. Appropriate performance information is collected as required, evaluated and provided to the state for use in the determination of initial or subsequent eligibility.

When the local board determines that there are an insufficient number of eligible providers in parts of the local area to provide certain types of training through ITA's, the local board may contract with specific providers to provide these services. The local board will select a provider upon review of responses from interested providers received during a 30 day publicized comment period.



## **B. Grants for Youth Activities**

In accordance with Section 123 of the Workforce Development Act, the Alabama Workforce Investment Area procures youth training services through the issuance of requests for proposals. All proposals are reviewed and rated by local area staff and presented to the AWIA Youth Council for review and subsequent recommendation to the local board for final acceptance or rejection.

## **X. One-Stop Policies**

AWIA Currently has 23 Comprehensive Career Centers and 14 satellite offices. Attachment 4 contains a list of current comprehensive and satellite Career Centers. Due to funding constraints, it was necessary to close several offices at the beginning of Program Year 2005 (PY05). Funding constraints may require additional restructuring of the One-Stop Delivery System in PY05.

One-Stop partner agencies meet on a regular basis at the state level to discuss any issues that arise relating to the administration of One-Stop offices throughout the state. Major issues are resolved at the state level.

Issues relating to local One-Stops are normally resolved at the local level by partner agencies. In rare instances where issues cannot be resolved at the local level, they are forwarded to the state agencies for resolution.

## **XI. Oversight/Monitoring Process**

The AWIA Monitoring Unit carries out the local level monitoring/oversight function through a system of periodic and objective reviews to ensure compliance with the Workforce Investment Act, WIA regulations, state and local plans and policies. On-site, local provider technical assistance is also provided where need is determined. The AWIA Monitoring Unit reports its review activities, findings, and necessary remedial actions and documentation is maintained in the local area office.

## **XII. Grievance Procedures**

See Attachment 5

### **XIII. Service Delivery Strategies**

#### **A. Coordinated Services**

The AWIA has disseminated the Alabama Career Center Operations template as approved by the State Workforce Investment Board. The template was issued to the WIA Title 1-B CareerLink operators (Skills Training Consortiums) to be implemented as policy. Each workforce partner agency also issued the template to their respective local level staff in the career centers with AWIA.

#### **B. Youth Programs**

All AWIA youth program operators are required to utilize the career center for eligibility and assessment of youth participants. Youth program operators refer participants to the career center for training services or referral to jobs.

#### **C. Assessment Process**

CareerLink staffs in AWIA Career Centers utilize an assessment process tailored to the clients needs. A computer assessment process known as Computer Learning Works is utilized to assess a client's interests, aptitudes, abilities, and academic levels. In some cases, the TABE is also used to assess academic levels.

#### **D. Workforce Information Integration**

As stated previously, the AWIA has established a multi-level planning process incorporating a regional advisory council in eleven (11) regions of the local area. Also in cooperation with the Economic Development Association of Alabama (EDAA), a workforce development committee was established to coordinate and collaborate with the regional advisory councils and the AWIA Local Board. The regional advisory councils identify workforce information at the local level to assist in developing priorities for training and services.

The Labor Market Information Division of the Department of Industrial Relations provided a series of labor market information training programs for workforce development and economic development staff. These programs allowed staff to access workforce information from data sources available on the internet and tailor workforce information to a specific local labor market area.

#### E. Job Demand Information

Job and career information is available to all job seekers in the AWIA Career Centers in the resource rooms. Information is available in both printed format and through internet access.

#### F. Core Services

1. AWIA Career Center contractors/providers and workforce partners as a consortium of Career Center Operators abide by the Alabama Career Center template. The state Workforce Development "State level staff" have reviewed all Career Centers in AWIA for adherence to this template. A report was issued to AWIA regarding adherence to the template and the three tier service delivery strategy for job seekers.
2. Local area resources provided under Wagner-Peyser and WIA Title 1-B are integrated through local cost sharing agreements regarding facility and equipment cost. Further, programmatic responsibilities are detailed in the AWIA memorandum of understanding between the workforce development partners.

#### G. Intensive Services in the AWIA

The AWIA, through the Workforce Development Division, contracts with Skills Training Consortia affiliated with three separate Alabama community colleges to provide intensive services at career centers in the local area. These services, known as Career Links, offer assessment, counseling, referral services, and career /training provider information to unemployed or underemployed adults and dislocated workers.

Adults and dislocated workers who are identified by Wagner-Peyser staff as unable to obtain employment by core services are referred to CareerLink staff in the Career Center for intensive services.

#### H. Training Services in the AWIA

1. The AWIA strives to maximize the number of clients in training through the efficient use of local area funds. In order to maximize the number of participants, the AWIA Local Board approved new cost limitations on Individual Training

Accounts (ITA) for PY2005. The maximum amount allowable for ITA's was adopted as follows:

Short term training of 26 weeks or less	\$2,000
26 weeks to 52 weeks training	\$4,000
52 weeks to 104 weeks	\$8,000

The AWIA has also in the past reprogrammed administrative funds specifically for ITA training slots.

2. As needed, funds for customized training and On-the-Job Training (OJT) are committed for high growth, high demand job training.
3. The AWIA does have a cost limitation on ITA's as specified in number 1 above.
4. There is an available limited purpose apprenticeship training program for construction trades occupations through the Construction Education Foundation of Alabama (CEFA). CEFA's craft training programs offers classroom training and hands on laboratory for apprentice craft workers in the fields of carpentry, electrical, heavy equipment operator, heating/cooling, masonry, plumbing, and sheet metal. CEFA has been accredited through the National Center for Construction Education and Research (NCCER), US Department of Labor Bureau of Apprenticeship and Training (BAT), and Veteran's Administration (VA).
5. AWIA does not plan to be involved in training participants in religious activities.
6. AWIA will utilize funds for OJT and customized training based on the demand for these types of training by employers.
7. Customized training and OJT opportunities are identified primarily at the Career Center level through contracts by job developers and Wagner-Peyser staff with employers. Other opportunities are identified with state and local economic development entities.
8. AWIA will strive to leverage resources from education, economic development and industry associations to support OJT and customized training to the extent feasible.

## I. Services to Specific Populations

1. The Career Centers operated within AWIA address the WIA principle requiring a one-stop system of delivering services to customers. The system was designed to offer a variety of services to customers through a memorandum of understanding for the AWIA. These agencies participating as partners include the Office of Workforce Development (OWD), Department of Industrial Relations (DIR), Department of Rehabilitation Services (DRS), Department of Postsecondary Education / Adult Education, Department of Senior Services, Department of Human Resources, Telamon Corporation (Migrant/Seasonal), and Alabama Intertribal Council (Native American Programs).

The Career Center partners, through locally developed resource sharing agreements, provides cross training, cross awareness, and co-location of staff as appropriate. Both comprehensive and satellite centers provide direct services or information to ensure access to a full range of services.

2. Reemployment Services provide direct staff-assisted job search assistance and labor market information early in the onset of unemployment in order to make it possible for the claimant to return to suitable employment in the shortest possible time.

All UI claimants seeking labor exchange assistance will be provided core services, as appropriate, to include: assessment, job search planning, provision of labor market information, job development, testing, resume preparation assistance, and selection and referral to available jobs. Priority of service for UI claimants for selection and referral services will continue to be emphasized as reaffirmed in DIR Memorandum No. 1157, Supplement No. 5, Employment Service Application-Taking Policy.

Job Search Workshops will be available to all UI claimants through Career Centers or affiliated locations. This intensive, staff-assisted service will focus on job search, application completion, resume preparation, and interviewing skills. "Orientation" to the Career Center Resource Room will be an integral part of every workshop. These resource rooms contain a variety of self-help print, video, and electronic career guidance tools and materials to assist job seekers in

conducting their own self-directed job search. All Career Centers provide access to the Internet.

Employment Service, through the Career Center system, is the primary service provider for Worker Profiling Reemployment Services (WPRS) and will provide services to those claimants identified according to profile data. All Career Centers will have access to the profiled claimants in order to assist in their return to work.

Profiled UI claimants are provided services on a timely basis. Individualized plans for their return to the work force are developed. Orientation, assessment, counseling, testing, and job search activities are scheduled as needed and as identified in a service plan. The individual service plan is designed according to each individual claimant's situation and may indicate various steps in the Job Search Activity. Referral to intensive services and training will be accomplished as indicated in the plan.

Feedback is provided through an automated on-line system, Reemployment Services System (RES), which reports and tracks needed services and outcome results. The UI automation program, in order to observe progress, as well as provide reports and data for analysis, monitors this program. A customer satisfaction evaluation system is in place to determine the effectiveness of the delivery system in meeting customer needs and expectations. The survey instrument is provided to every claimant.

3. While the primary role of the Employment Service is to provide an integrated labor exchange, it has a responsibility to assist in maintaining the integrity of the entire Employment Security System. Employment Service administers the work test for the State Unemployment Compensation System (W-P 7(a)(3)(F)) providing job finding and placement services for Unemployment Insurance (UI) claimants. The work test involves assessing the claimant's availability and efforts to search for work. The results of the work test are reported to the appropriate Unemployment Insurance authority.

Agency instructions have been issued by both the Employment Service Division and the Unemployment Compensation Division detailing procedures established to (1) maintain linkages between the two agencies in order to ensure maximum exposure to all Employment Service

activities for the Unemployment Insurance claimant, and (2) to report information bearing on the claimant's eligibility determination, to the unemployment compensation agency. Verification of UC claimant registration with ES is accomplished through an automated system, which assures that all claimants are duly registered, entered into the active applicant file, and are provided appropriate services.

Wagner-Peyser funded staff do not participate directly in the conduct of the Eligibility Review Program. However, Wagner-Peyser staff do participate in the follow-up process to ensure that UI eligibility issues are resolved in accordance with Section 5(b)(2) of the Wagner-Peyser Act. This is accomplished through the coordination of employment services with the provision of unemployment insurance claimant services. Upon referral to ES an issue code 07 is established for claimants, who are required to make an active search for work, to register with ES within seven calendar days in order to fulfill this obligation. Upon compliance with this requirement, ES staff clears the 07 issue with the entry into the system of the registration and/or services provided, thus allowing the claimant to remain eligible for benefits.

4. Alabama's State Dislocated Worker Unit (DWU) and Rapid Response Team Section is organizationally situated within Alabama's Office of Workforce Development (OWD) which is responsible for the day to day planning, administration and oversight of dislocated worker program activities. The OWD has entered into an agreement with the Employment Service and Unemployment Compensation Divisions of the Alabama Department of Industrial Relations (DIR) to provide coordination and support of Rapid Response and Trade Adjustment Assistance functions statewide. Information relative to dislocation events (i.e. plant closings/mass layoffs) and Trade Adjustment Assistance petition filings are shared between the OWD and DIR on a daily basis via e-mail, periodic activity reports and telephone communications.

Written policy instructions specifically addressing coordination of the above referenced activities are contained in Governor's Workforce Development Directives (PY 2000-32 Subject: Worker Adjustment and Retraining Notification (WARN) Act and Reporting of Actual or Potential Employee Layoff Activity) and PY 2002-13 (Alabama Career Center

System and Rapid Response Responsibilities relative to the Trade Adjustment Assistance Reform Act of 2002). Directive PY 2002-13 specifically addresses co-enrollment for WIA and TAA.

Employment Service, through the One-Stop System, participates in efforts to serve dislocated workers, offering a wide variety of services, to include the following: employability development services, referral to training, and/or referral and placement activities. Additionally, through contract with WIA, resources are leveraged with provision of Job Search Workshops for Dislocated Workers under Rapid Response and/or TAA.

DIR has been designated with responsibility for processing the Trade Adjustment Assistance (TAA) programs. Because of the requirement of rapid and early intervention in providing the opportunity for workers to be enrolled in training, ES, will cooperate with the Unemployment Compensation Division, which has been designated by the Department Director as the entity responsible for petition processing.

The Employment Service, as a One-Stop partner, also recruits, certifies eligibility, and/or refers Dislocated Workers to other agencies for intensive services, classroom training and individual referral slots. Other basic services, such as application taking, assessment, counseling, testing, selection and referral to available jobs, are also provided to Dislocated Workers, as resources permit.

5. Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representative (LVER) staff will provide services to eligible veterans, as mandated under Title 38 U.S.C., Chapter 41, and in accordance with the general and special provisions of the Jobs For Veterans (JFV) State Grant, and other regulations, policies, and directive guidance for JFV grants from the Assistant Secretary, Veterans Employment and Training (ASVET), including Veterans Program Letter (VPL) No. 09-03 and VPL 11-02, or the most current issuance applicable to DVOP-LVER Roles and Responsibilities.

DVOPs will provide eligible veterans with intensive services on a needs-basis, with maximum emphasis on economically and educationally disadvantaged veterans, and veterans in



other categories of concern as determined by the ASVET, with the provision of services in the following priority:

- (1) Special disabled veterans
- (2) Other disabled veterans
- (3) Other eligible veterans in accordance with priorities established by the ASVET, taking into account applicable rates of unemployment and other emphasis mandated by Title 38 U.S.C., Chapter 42.

LVERs will integrate services to veterans and eligible persons with other providers in the Alabama Career Center (One-Stop) network to promote veterans as a category of job-seekers who have highly marketable skills and experience, and advocate, on behalf of veterans, for employment and training opportunities with business, industry, and community-based organizations

On at least a quarterly basis, Employment Service managers located in Alabama Career Center base offices will assess as part of the Managers Quarterly Report on Services to Veterans, the level of utilization and effectiveness of services and programs offered to veterans by other providers in the network, and submit a report in the format required by the ASVET to address compliance with the law, adherence to requirements of the JFV grant and applicable directives. Reporting will include the results of self evaluation and a description of any corrective planning taken to resolve deficiencies or improve performance, effectiveness and accountability. JFV grant reporting by the State will affirm that services provided to veterans are consistent with the ASVET agreement.

6. AWIA Career Center displays required posters prominently in both English and Spanish. Local office managers also identify individuals available, both staff as well as community resources, if assistance is needed in providing services to limited English-speaking individuals. Written procedures have been distributed to staff.
7. All Career Center services, such as job search assistance, testing, referral, training and assessment services are made available to migrant seasonal farm workers (MSFW) equitably through the Career Center System. The Employment Service Outreach assists in providing timely information to other Partner Agencies, and workforce

investment boards, about special employment, training, economic, and educational needs of MSFWs and their families. It is anticipated that an estimated 200 MSFWs will be reached annually through this outreach program. Outreach Workers' activity will interface with the WIA 402/WIA § 167 grantee activity to assure all resources and assistance available to MSFWs and their families is accessible.

Outreach services to MSFWs will comply with Federal Regulations at 20 CFR 653.107 to contact those workers traditionally not reached by the usual local office intake activities. Each local office will identify MSFWs service needs and contact individuals and applicant groups to offer and provide services to those not reached usually by local office intake activities. Local office staff conduct pre-seasonal surveys with leads provided by the State Office to determine anticipated MSFW population in local office areas on a month-to-month basis. Intensive efforts are made to contact all MSFWs whose usual residence is in the local office area and those that migrate into the area that do not contact local offices, branch offices or itinerant points for service. MSFWs will be informed of their rights to full ES services and invited to the One-Stop Office for completion of work applications in accordance with ES/MSFW regulations. Services including job referral, job development, testing, as well as referral to other service agencies will be provided. Appropriate media publicity is directed to MSFWs, informing them of their rights under various Federal and State laws, as well as directives of service agencies in the community. Handouts will be given to each person contacted advising them of this information.

Bilingual regular and outreach staff are assigned to offices where substantial proportions of MSFWs are primarily fluent and/or literate in Spanish, but not in English. Recruitment of staff from persons with MSFW backgrounds will be conducted specifically among home based Alabama migrants.

#### J. Priority of Service

1. The AWIA limits intensive and training services for adults to low income and/or public assistance recipients via Local Board policy.

2. The AWIA has adopted the State's policy directive that a veteran will receive priority of service over an equally qualified non-veteran.

#### K. Youth Activities

1. The AWIA Local Board Youth Council participates as a full body in the state and local Youth Task Force, created under the auspices of the State Workforce Planning Council. The AWIA Youth Council has adopted as a matter of policy the U.S. Department of Labor's new strategic vision for youth and as such has elected to only approve programs serving the neediest youth.
2. Representatives for each of Alabama's Job Corps Centers are members of the AWIA Local Board and also serve on the Youth Council.

#### L. Business Services

1. The primary strategy for determining employer needs in the AWIA is through the eleven (11) Regional Advisory Councils established to provide regional data and input. Each of the Career Centers in AWIA also have established employer advisory committees.
2. The Career Center business marketing program is designed to raise awareness of the Career Center system and the services available to assist employers.
3. To maximize employer participation of the Federal tax credit programs, several strategies have been implemented within the Career Center system. Training local Career Center staff and partner agencies to effectively market the tax credits to employers is one strategy. An effective tax credit marketing campaign offers business solutions for a diverse workforce while stimulating economic growth and productivity. Educating employers through presentations to chambers of commerce, the Alabama State Employers Committee, employer seminars, forums and professional organizations such as Society of Human Resources Managers (SHRM) is also an effective strategy. Web sites and supported links also reach many employers. The verification process of the tax credit program has been streamlined through

centralization. This process is consolidated into one location where trained and experienced analysts process employer requests through a network of centralized electronic and on-line contacts with participating agencies. This centralization assures coherent, uniform, consistent and accurate decisions for employers.

#### **M. Innovative Service Delivery Strategies**

This is accomplished through the State Workforce Planning Council which has established a State wide task force to address strategic and innovative service delivery policies in order to maximize resources.

#### **N. Strategies for Faith-Based and Community Organizations**

Alabama enjoys a rich diversity of faith-based, community, and other private charitable organizations that render effective aid to people in need. The State of Alabama has one of the largest and most effective populations of Faith-Based and community-based organizations in the United States. On June 22, 2004, Governor Bob Riley through Executive Order Number 21 established the Governor's Office of Faith-Based and Community Initiatives (GFBCI) to make the necessary changes to actively engage in collaborative efforts with Faith-Based and community-based organizations for the provision of social services to people in need.

The Alabama Office of Workforce Development (OWD) will cooperate fully with GFBCI and the Advisory Board on Faith-Based and Community Initiatives to increase and expand access to opportunities for participation of faith-based and community organizations as committed and active partners in the Alabama Career Center System (ACCS).

### **XIV. Administrative Provisions**

1. Non-discrimination Provisions, See Attachment 6
2. Grievance Procedures, See Attachment 5

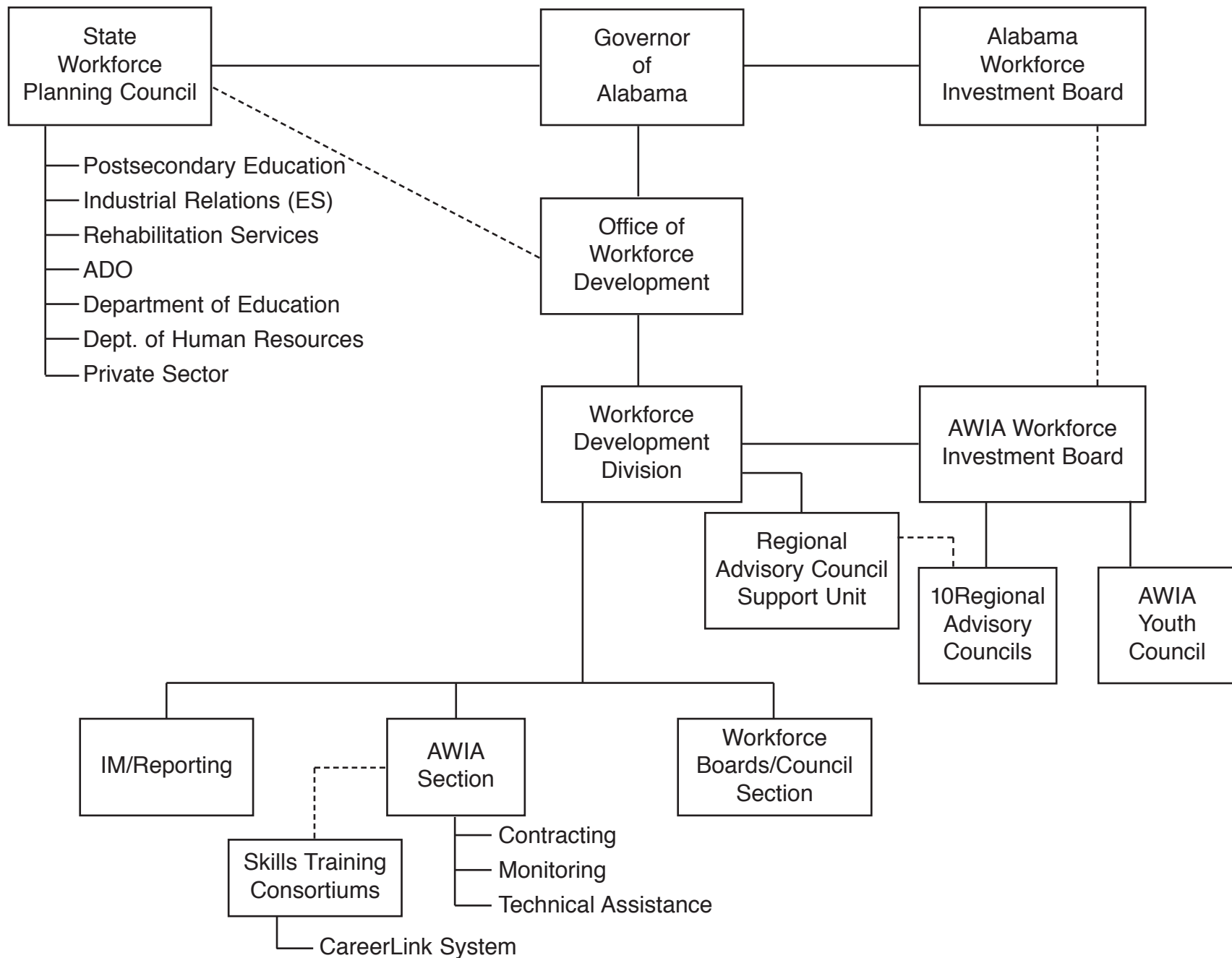
### **XV. Annual Grant Agreement**

- Assurances
- Performance Goals

### **XVI. Budgets**

# Alabama Workforce Investment Area (AWIA) Organizational Chart

Attachment 1



**Alabama Workforce Investment Area**  
**LOCAL WORKFORCE INVESTMENT BOARD**  
**REVISED 07/29/05**

Name	Organization	Position/Office Held	Category (Business/Labor/etc.)
<b>1. Chair, J. Ab Conner</b> <b>Executive Committee</b>	Conner Brothers Construction Company, Inc.	Chairman/CEO	Private Sector
2. Fred Blackwell	Michelin North America	Director, Human Resources	Private Sector
3. James Brooks	Phifer Wire Products, Inc.	Senior Executive Vice President	Private Sector
4. Russell Brown <b>Executive Committee</b>	DP Associates, Inc.	President	Private Sector
5. Bill Canary	Business Council of Alabama	President	Private Sector
6. Jim Cunningham <b>Executive Committee</b>	Mercedes-Benz U.S. International, Inc.	Manager, Organizational Development	Private Sector
7. Dick Dickson	Teksid Aluminum Components, Inc	Director, Human Resources	Private Sector
8. Jim Hodo	American Apparel	Chief Operating Officer	Private Sector
9. James Lee	Alabama Electric Cooperative, Inc.	Vice President, Human Resources	Private Sector
10. Charles McDonald Represented by Alison Wingate	Alabama Retail Association		Private Sector
11. Robert Marion	Wise Alloys		Private Sector
12. Sarah Moore	Colonial BancGroup	Executive Vice President	Private Sector
13. Scott Murphy	Wal-Mart Distribution Center	General Manager	Private Sector
14. Bill O'Connor			Private Sector
15. Matt Parker	Dothan Area Chamber of Commerce	President	Private Sector
16. Mike Reynolds <b>Executive Committee</b>	BroadSouth Communications, Inc.	President/CEO	Private Sector
17. Pete Ritch	ADTRAN, Inc.	Director, Human Resources	Private Sector
18. Dave Howell	Honda Manufacturing of Alabama , LLC	Training and	Private Sector

**Alabama Workforce Investment Area**  
**LOCAL WORKFORCE INVESTMENT BOARD**  
**REVISED 07/29/05**

		Development	
19. Barry Singletary	Sony Magnetic Products Inc.	President	Private Sector
20. William Taylor	Mercedes-Benz U.S. International, Inc.	President/CEO	Private Sector
21. Kenneth Tucker <b>Executive Committee</b>	The Boeing Company	Regional Manager, Government Relations	Private Sector
22. Frances Turner	Turner Motor Corporation	Vice President	Private Sector
23. Bruce Windham	Drummond Company, Inc.	Vice President, Government Relations	Private Sector
24. Tim Woodard	BP		Private Sector
25. <b>Vice Chair</b> , Bob Woods	Alabama Power Company	Division Area Manager	Private Sector
26. Stewart Burkhalter	Alabama AFL-CIO	President	Organized Labor
27. Leroy Nicholson	Alabama AFL-CIO	Director, Labor Institute for Training	Organized Labor
28. Connie Harper	Central Alabama Opportunities Industrialization Center, Inc.	President/CEO	Community Based Organization
29. Cederick Williams	Boys and Girls Clubs of South Central Alabama	Executive Director	Community Based Organization
30. Joe Thomas	Alabama Youth Home		Community Based Organization
31. Neal Wade	Alabama Development Office	Director	Economic Development
32. Doni Ingram	Crenshaw County Economic Development	Executive Director	Economic Development
33. Ernie Smith	City of Gulf Shores	Director	Economic Development
34. Bill Johnson	Alabama Dept. of Economic and Community Affairs	Acting Director	One Stop Partner
35. Phyllis Kennedy <b>Executive Committee</b>	Alabama Department of Industrial Relations	Director	One Stop Partner, WIA Title III
36. Irene Collins	Alabama Department of Senior Services	Executive Director	One Stop Partner, Title V -OAA
37. Steve Shivers <b>Executive Committee</b>	Alabama Department of Rehabilitation Services	Commissioner	One Stop Partner, Rehabilitation
38. Joe Morton	Alabama Department of Education	Superintendent	One Stop Partner, Adult Education and Literacy
39. Roy Johnson	Alabama Department of Postsecondary Education	Chancellor	One Stop Partner, Postsecondary Education
40. Page Walley	Alabama Department of Human Resources	Commissioner	One Stop Partner, Human Resources

**Alabama Workforce Investment Area**  
**LOCAL WORKFORCE INVESTMENT BOARD**  
**REVISED 07/29/05**

41. Charlotte Hallmark	Alabama Intertribal Council	Executive Director	One Stop Partner, Intertribal Council
42. Mechill Coel	Telamon Corporation	State Director	One Stop Partner, Migrant / Seasonal
43. Ed Castile	Alabama Industrial Development Training (Postsecondary Education)	Director	One Stop Partner, Postsecondary Education
44. Tim Alford	The Office of Workforce Development	Director	One Stop Partner
45. Yolande Haugabook	Montgomery Job Corps Center	Director	One Stop Partner, Job Corps
46. Cathy Heinicke	Gadsden Job Corps Center	Deputy Director	One Stop Partner, Job Corps
47. John Harrison	Alabama Banking Department	Superintendent	Other
48. Ken Hollingsworth	The Office of Workforce Development	Supervisor, Workforce Initiatives	Other
49. John Knight	House District 77	Representative	Other, State Legislature
50. Don Fisher	Alabama Department of Industrial Relations	Assistant Director	Other
51. Sylvia Lowery	Youth Council Member		Other
52. Angela Smiley	Youth Council Member		Other



**MEMORANDUM OF UNDERSTANDING  
ALABAMA WORKFORCE INVESTMENT AREA'S  
CAREER CENTER PARTNERS  
May 17, 2005**

**Introduction**

The purpose of this Memorandum of Understanding (MOU) is to define the roles and responsibilities of the Alabama Career Center partner agencies for the provision and improvement of employment and training services provided to Alabama citizens residing within the sixty-five county Alabama Workforce Investment Area (AWIA). This MOU is between the Alabama Local Workforce Investment Board (ALWIB) and the career center partners. It is a requirement of the Workforce Investment Act of 1998. This MOU establishes guidelines for the career center operator consortium and career center partners in creating and maintaining cooperative working relationships. The LWIB has designated a consortium comprised of the Alabama Department of Economic and Community Affairs (ADECA), Alabama Department of Industrial Relations (DIR), Alabama Department of Rehabilitation Services (DRS), and Alabama Department of Postsecondary Education as the designated career center operator.

**Strategic Vision and Goals**

The vision we share for Alabama's Career Centers is an integrated system, which provides high quality, seamless and customer responsive workforce development services to all Alabama citizens. These services are designed to connect the unemployed citizen and dislocated worker to a job, to prepare the underemployed citizen for a new job, and to introduce youth to employment. The goals of the career center operator and the career center partners are: 1) assist individuals in obtaining employment, 2) eliminate duplication of services, 3) reduce administrative costs, 4) enhance participation and performance of customers served through the system, and 5) improve customer satisfaction. Achievement of these

goals will allow Alabama to connect agencies and service providers into a workforce development system that prepares individuals for high skill and high wage occupations based on a strong labor market. A strong workforce development system will be economically beneficial to both the job seeker and employers and will result in Alabama becoming even more competitive in the global market.

## **ALABAMA'S CAREER CENTER PARTNERS' PROGRAMS AND ACTIVITIES:**

The following are the agencies that will form the comprehensive Alabama Career Center System, along with their various services and funding resources that each will bring to the operation:

### **Alabama Department of Economic and Community Affairs:** **Employment and Training Services-Workforce**

ADECA's Workforce Development Division (WDD) administers Workforce Investment Act (WIA) Title I programs serving Youth, Adults, and Adult Dislocated Workers. Workforce Development Division staff provide Rapid Response services to workers affected by mass layoffs and/or plant closures.

### **Employment and Training Services Community Services Block Grant:**

ADECA's Community Services Division in cooperation with Alabama's twenty-two Community Action Agencies carry out a variety of services under 42 U.S.C.S. 9901 et.seq. (Community Services Block Grant Act) to assist low-income individuals and families to achieve self-sufficiency (no longer eligible for governmental assistance). These activities include but are not limited to the following:

- A. to secure and retain meaningful employment;
- B. to encourage and enhance economic development;
- C. to attain an adequate education;
- D. to make better use of available income;
- E. to obtain and maintain adequate housing and suitable living environment;
- F. to obtain emergency assistance through loans or grants to meet immediate and urgent individual and family needs including the need for health services, nutrition, food, housing and

- employment related assistance;
- G. to remove obstacles and solve problems which block the achievement of self-sufficiency;
- H. to achieve greater participation in the affairs of the community;
- I. to make more effective use of other programs related to the purposes of the Community Services Block Grant Act;
- J. to enhance youth and family development, including after school child care and youth mediation;
- K. to provide an emergency basis for the provision of such supplies and services, nutritious foodstuffs, and related services as may be necessary to counteract conditions of starvation and malnutrition among the poor; and
- L. to coordinate and establish linkages between governmental and other social services programs to assure the effective delivery of services to low income individuals.

In accordance with the Community Services Block Grant Act, Alabama's twenty-two Community Action Agencies assist in meeting the needs of whole family structures as well as addressing the needs of an individual. Services to individuals and families that are WIA related include:

- Customer/client evaluations and assessments;
- Information and referral based on client needs for education, employment or other assistance services (some services and assistance provided in house);
- Job readiness and skills counseling;
- Limited skill development, computers, day care and others (not all agencies);
- Job placement and development with local employers;
- Employability skills orientation and classes;
- Limited on-the-job training (not all agencies);
- Programs for youth and family development;
- Day Care and Head Start services (not all agencies);
- After school and summer programs for youth;
- Transportation (not all agencies);
- Emergency and special needs; and
- Client/customer case management, follow-up/tracking and results management.

### **Alabama Department of Industrial Relations:**

The Department of Industrial Relations includes several mandated partners in

WIA. The Employment Service (Wagner-Peyser) is the primary delivery system for core services including reemployment services for Unemployment Compensation (UC) claimants in the career center system. Information about Unemployment Compensation and the process to self-file claims by telephone is accessible to the career center customers. Telephones and assistance are available at each center for the filing of Unemployment Claims. Job Corps screeners are located in seven career centers but are responsible for recruitment of qualified youth throughout the state. Employment Service staff located in the career centers deliver Veterans Employment and Training Programs. Local Veteran's Employment Representatives (LVER) and Disabled Veteran's Outreach Program (DVOP) staff are dedicated to the delivery of services to eligible veterans. The training programs are designed to assist the dislocated workers who lose their jobs due to foreign imports. These programs are closely coordinated with WIA funded activities. The Labor Market Information Division has been designated by the Governor as the entity responsible for managing the Employment Statistics System for the state of Alabama.

### **Department of Rehabilitation Services:**

The mission of the Department of Rehabilitation Services (ADRS) is to enable Alabama's children and adults with disabilities to achieve their maximum potential. ADRS is comprised of state and federal programs that provide a continuum of services from birth through life for Alabamians with disabilities. Operationally, ADRS programs function within three divisions: Alabama's Early Intervention System (AEIS), which coordinates services statewide for infants and toddlers with disabilities and developmental delays from birth to age three. Children's Rehabilitation Services (CRS) that provides services to children with special health-care needs from birth to age 21, and Vocational Rehabilitation Services (VRS) that provides rehabilitation, education, and employment-related services to adolescents and adults with disabilities.

VR Services are designed to empower individuals with disabilities to maximize their employment, economic self-sufficiency, independence, inclusion and integration into society. Services to eligible individuals with disabilities are delivered through an Individual Plan for Employment and include, but are not limited to:

- X Vocational evaluation and counseling;
- X Job training;

- X Medical and psychiatric treatment;
- X Assistive technology/equipment;
- X Rehabilitation Teaching / Orientation and Mobility training for blind individuals;
- X Job placement;
- X Post-employment assistance; and
- X Employment and disability services for businesses.

VRS utilizes a vast, coordinated network of partner state agencies, community rehabilitation programs, local school systems, postsecondary institutions, and consumer organizations to achieve its goals. VRS has embraced the vision of the career center system in Alabama and is committed to be a full and active partner in the system in order to increase the employment of individuals with disabilities in Alabama.

### **Department of Human Resources:**

The Department of Human Resources (DHR) administers an array of human services programs that assist thousands of individuals and families. Major programs administered by DHR include the Food Stamp Program, the Child Support Enforcement Program, Family Assistance Programs (Financial Assistance, JOBS and Kinship), Child Care Subsidy Program, Family Services to protect children and strengthen families, and Adult Services for elderly, disabled, or abused adults. Services provided by DHR, as part of the Alabama Career Center System, will be those provided to recipients of Temporary Assistance for Needy Families (TANF) through the JOBS Program and will primarily be those that enable TANF recipients to find and retain employment.

JOBS Services for eligible individuals will include, but not limited to:

- Child care payment/reimbursement;
- JOBS participation-related expenses;
- Transportation expenses;
- Work-related expenses;
- Preparation for Employment (PREP) expenses;
- Community Service Employment (CEMP) expenses;
- GED course supplies and testing expenses;
- Short-term Employment Assistance (S.E.A.);
- Family Coaches/Mentoring programs;

- Domestic Violence Assessment, Intervention, and Liaison Services (SAIL); and
- Job Readiness classes.

### **Department of Postsecondary Education**

The Department of Postsecondary Education (DPE), through public two-year colleges and skills centers, provide assessment, counseling, basic education, and job training services for youth and adults served through the Workforce Investment Act. For employers, ACT Work Keys job profiling and assessment services and customized training programs are available through two-year colleges.

Career/Technical educational programs are administered by the Department of Postsecondary Education and are funded through state and federal legislation, including the Carl D. Perkins Vocational and Applied Technology Act. Although the Workforce Investment Act stipulates that institutional recipients of Perkins' funds are mandatory partners in carrying out the Act, it is noted that Perkins' funds are used by a college for overall improvement of career/technical education and are allocated by the college- within the parameters of the legislation- to address various needs identified by college staff and the local career/technical education advisory group from business and industry.

Also within the DPE, the Adult Education Division provides opportunities for adult learners to improve skills in reading, writing, mathematics, and communications. Diagnostic testing identifies individual needs and as a result, and individualized education plan is designed to help learners reach their educational goals. For many learners, the goal is to earn the General Educational Development (GED) Diploma, generally considered to be equivalent to a high school diploma.

Instruction methods are tailored to meet the needs of the learners. Methodologies range from one-on-one tutoring to group instruction and normally feature computer-based training. Multimedia approaches are being increasingly utilized to aid in individual development. Interactive group instruction and peer tutoring are frequently employed.

Adult education classes can provide the academic instruction that many people in Alabama need to secure the required credential so they can obtain and maintain employment. According to the 2000 Census, 25% of Alabamians 18 years old and

older do not have a high school credential or its equivalent. Most adult education students read at the seventh grade level or lower. Studies have shown that the lack of basic literacy skills is the single most persistent barrier to obtaining employment, whether the group studies welfare recipients, the chronically unemployed, or others. Adult Education classes provide the means by which they can get the basic education they need to succeed, and in doing so, improve their self esteem and productivity significantly.

Source of funding is both state and federal.

Adult education classes will be available through all Alabama career center locations whenever possible and may be accessed by referral from any of the participating partner agencies based on the identified need(s) of the client. Other adult education classes may be in the community and could be more convenient for the individual to attend. Information regarding the location(s) and schedule of all adult education classes will be available in the one-stop career centers.

The Adult education program also offers the following classes that could be of benefit to people who visit the career centers: job readiness classes for welfare participants, English as a Second Language (ESL) classes, English literacy/civics classes, adult education classes in all of the major correctional institutions, family literacy classes, and adult education classes for special populations.

### **Alabama Department of Senior Services:**

The Alabama Department of Senior Services (ADSS) is designated as the state entity on aging and as such, the ADSS is the lead agency relative to all aging issues on behalf of older persons in the State. This means that the ADSS proactively carries out a range of functions related to advocacy, planning, coordination, interagency linkages, monitoring, and evaluation designed to lead to the development of comprehensive, coordinated community-based systems throughout the State. Through thirteen regional Area Agencies on Aging, the ADSS provides for services supported by the Older Americans Act, Title XIX of the Social Security Act, and other federally supported grants.

The Department of Senior Services responds to a critical need in the field of aging: Older Worker Employment. ADSS directs the Title V Senior Community Service Employment Program. This program known as SCSEP provides part time community service work assignments for persons with low incomes who are 55

years of age and older while promoting transition to unsubsidized or gainful employment.

The SCSEP program is administered through a grant from the US Department of Labor funded through Title V of the Older Americans Act of 1965 with its amendments. In Alabama there are 1117 authorized slots, with a total budget of approximately \$8 million dollars. The Alabama Department of Senior Services is responsible for ten Councils of Local Government and one Area Agency on Aging administering local Senior Employment Programs serving 57 of Alabama's 67 counties. These service providers collaborate with ADSS and the two national contractors for equitable distribution of the senior worker slots within the planning and service areas of all 67 counties in Alabama. Easter Seals, Inc. serves 14 counties and Senior Service America serves 53 counties. Senior Services America administers 637 slots and Easter Seals, Inc. administers 251 slots with the remaining 229 administered by the ADSS.

Under Title III of the Older Americans Act, the ADSS provides for such services as nutrition, transportation, information and referral, outreach, legal assistance, recreation, in-home supportive services, and long-term care ombudsman services for Alabamians age 60 years and over. The ADSS administers the Title XIX Medicaid Waiver home and community-based services program, which is designed to serve the Medicaid-eligible client who requires nursing care and who is at risk of nursing home placement.

The ADSS also administers several grants to educate and counsel older individuals on Medicare, Social Security benefits and other public benefits. With these grants, the ADSS seeks to make older Alabamians and their advocates better health care consumers.

### **Job Corps:**

Two Job Corps Centers are located in the Alabama Workforce Investment Area, one in Gadsden and one in Montgomery. Job Corps is a federally funded job-training program for disadvantaged youth, ages 16-24, in need of education and training in a variety of marketable skills, and job placement assistance to graduates. The Montgomery and Gadsden Job Corps Centers agree to offer core services to their clients according to the provisions of the Workforce Investment Act. Job Corps centers offer a broad array of training services to low-income youth within their service area. Services are offered to commuter clients as well as offering



residential facilities for youth outside the commuting area. NOTE: The Job Corps Centers will be included in the negotiation of the locally developed Resource Sharing Agreement at their specific locations (Gadsden/Montgomery).

**Employment and Training Activities –The Department of Housing and Urban Development (HUD):** No mandatory partners have been identified in this category.

**Native American Programs funded by WIA:** There are currently two Native American grantees funded under the authority of the Workforce Investment Act, section 166, Indian and Native American Programs (INA) in the 65 county Alabama Workforce Investment Area. These INA grantees are represented on the Alabama WIA Local Board by a representative of the Intertribal Council of Alabama. The Poarch Band of Creek Indians is a federally recognized tribe, and serves 3 counties with the largest Indian population located in Mobile County. The tribe is located in Atmore, Alabama. The Inter-Tribal Council of Alabama, located in Millbrook, Alabama is a non-profit organization consisting of representatives from the State Recognized Tribes, serving the Indians and Native Americans located in the other 62 counties of the State. The Intertribal Council also serves the Poarch Creek Indians when that Tribe is low on funds. The largest populations of Indian and Native Americans served by ITC of Alabama are located in Lawrence, Madison, Jackson, Jefferson, Washington, Morgan, Escambia, Baldwin, DeKalb, and Montgomery counties (with the other counties supporting populations of a high range of 957 to a low of 18).

A summary of employment and training program services available to Indians and Native Americans through the section 166 program and the Alabama Career Centers include classroom training, job search assistance, job referrals, and job placement assistance, work experience and support services (i.e., books, meals, transportation, child care, stipends, tools, and uniforms). Recognizing that there are limited funds available through the WIA section 166 program, the AWIA is committed to working with the INA employment and training programs to provide a full array of services via the Alabama Career Center System.

The Inter-Tribal Council of Alabama and the Poarch Creek Band of Indians will continue to partner with the Career Center partners in the state of Alabama to seek basic and vocational training for their tribal members and with the Career Center

Employment Security Office staff for job referral services.

**Telamon Corporation funded by WIA:** The Telamon Corporation is the National Farmworker Jobs Program (NFJP) operator that delivers services to the Migrant and Seasonal Farmworkers throughout the State of Alabama. Section 167 of the Workforce Investment Act offers an array of services to the migrant and seasonal farmworkers and their families that more broadly addresses the needs that exist for those who perform seasonal agricultural labor, and suffer its debilitating affects on their lives. For this reason, operators are able to offer assistance to eligible individuals who remain in agriculture as well as those who choose to pursue more stable employment. As such, the provision of intensive services is more expensive and the operators provide other services, classified as *Related Assistance* that meets emergency needs or improves one's chances of surviving the seasonal agricultural employment environment.

A summary of program services encompass the following activities to assist in meeting the needs of farmworker families as well as addressing the needs of an individual farmworker:

- Customer eligibility determination and assessments;
- Information and referral based on customer needs for education, employment, or other assistance services;
- Job readiness and skills counseling;
- Remedial education instruction;
- English language program;
- Job development and job placement;
- Work experience activities;
- On-the-Job training;
- Worker Safety training;
- Child Care;
- Housing/relocation assistance;
- Transportation;
- Emergency and special needs supportive services;
- Customer case management; and
- Follow-up services.

Currently, there are four field offices located in Decatur, Demopolis, Enterprise, and Mobile and the State office is located in Montgomery for a statewide delivery of program services. As a Career Center Partner, the Telamon field offices are

located in Decatur, Enterprise, and Mobile in the Alabama Career Centers through provisions outlined in cost sharing agreements. Telamon programs are rooted in the communities served. Through grant support and cooperative agreements, the program coordinates with the career centers partners and various local partners to ensure quality service delivery.

**NOTE:** Career center partners are responsible for informing each other when or if the availability of a service may be affected by a funding shortfall.

### **Services to be provided through the Alabama Career Center System:**

A consortium of agencies has been designated by the AWIA local board to be the Alabama Career Center Operator and the primary provider of services in the career centers. Currently, there are twenty-eight comprehensive career centers strategically located in the sixty-five county area. The career center operator in coordination with the local board determines locations of career center career centers. In addition, using technology that will allow customers to access information about required career center partners' services will provide some of the required core services at the career center. The career center partners, through locally developed resource sharing agreements, will provide cross training, cross awareness training, and co-location of staff as appropriate. A network of affiliated sites (twenty-five as of January 12, 2004) provide one or more of the programs, services, and activities of the career center partners, or these sites will, at a minimum, provide information on the availability of core services in the local area and information regarding specialized centers that address specific needs.

ADECA, in partnership with the other agencies, has developed an interagency electronic linkage system called Interagency Electronic Linkage System (IELS). Information on participants from each partner agency will be stored on IELS and used to track customer services and monitor service outcomes. Each agency, by signing this memorandum of understanding, agrees to be governed by the following confidentiality rules. Partner agencies agree to provide information on each client who is served by their participating program(s) and who agrees to have information released to IELS. The partner agencies agree to maintain the confidentiality of all clients' information provided by the other partner agencies as required by federal and state laws and regulations. The use of such information shall be limited to the purposes for which it is furnished and the laws under which it may be furnished. The partner agencies will assure that the information received

on customers shall not be subject to public use or inspection nor will it be used for any purpose other than as stated herein. The partner agencies will assure that any information released to them by a partner agency is destroyed in a manner consistent with the destruction of confidential materials of their agency.

Career center partners will be primarily responsible for providing those core services, which they are authorized to deliver and for which they are funded. The applicable core services for each career center partner are identified in Section 134(d)(2) of the WIA. DIR will provide basic Labor Exchange Services and other Core Services with Wagner-Peyser funds. ADECA will provide core, intensive, and training services using WIA funds. It is expected that all Alabama career center operator and career center partner staff will be knowledgeable about all services provided at the career center and at affiliated sites. This will be achieved by cross training or cross awareness training of all partner agency staff. Career center partners will be responsible for providing technical assistance and training to the local career center staff as well as to other career center partner staff not located in the career center on referral processes and services related specifically to the respective career center partner. A customer pathway for obtaining core services from the career center partners is developed locally.

Career center partners retain eligibility determination for their respective services whether co-located or connected through another method. Costs for core, intensive, and training services for customers who are determined to be best served by and eligible for a particular career center partner's services or programs is borne by the career center partner that is authorized to deliver the service and for which they are funded. If eligible, some customers receive non-duplicated services from multiple partners.

Additionally, pamphlets and other informational materials about career center partners' programs are available to customers in every comprehensive Career Center and affiliated sites. Career center partners are responsible for providing up-to-date materials about their programs and services.

DIR will provide Labor Market Information (employment statistics), in the career centers as well as through the Department of Industrial Relations website. All career center partners and the public will have access to the information. Career center partners, who request customized Labor Market Information and reports, may be required to pay for these services.

## **Referral Process**

The Alabama Career Center Operator, primarily DIR and ADECA's CareerLink staff, will complete initial assessments with customers. Staff will, in consultation with the customer, determine which one of the partners is most appropriate to provide the core, intensive, and training services that best meet the needs of the customer. If it is determined that a customer's need can be better served by another career center partner a referral will be made to the appropriate career center partner. Referrals for supportive service needs are made utilizing career center locally developed supportive service referral listings, and/or computer assisted listings where available. Customers will be able to learn about core services provided by career center partners by accessing the Alabama Career Center website (to be developed), or specific partner agency websites.

## **Alabama Career Center System Performance Criteria**

It is agreed that the Alabama career center system partners will strive to achieve the following standard of quality service for its customers, employees, and partners:

All customers will receive:

1. Prompt and courteous customer service; and
2. Appropriate services, education and training that will help them to reach their employment goals.

All partners will:

1. Deliver high quality services through the Alabama Career Center System; and
2. Survey customers as they receive services to determine whether or not the services rendered met their needs and to determine the level of customer satisfaction.

## **Cost Allocation**

The Alabama Career Center System partners will follow cost allocation plans as approved by their agency. The costs of unique services provided by a career center partner that are not generally available to all customers in the career centers will be

borne by that respective partner. In general, costs relating to this MOU will be allocated in compliance with the Office of Management and Budget Circulars, as appropriate, and in accordance with approved cost allocation plans. Multiple funding streams may fund programs and services that are delivered by career center partners. These consist of TANF, Food Stamp Employment and Training, WIA, Wagner-Peyser, Vocational Rehabilitation, and State funds. These funds will provide core, intensive, and training services as provided in the appropriate enabling legislation.

Career center partners will control their own resources, and remain autonomous while working with other Partner Agencies to provide a continuum of services through the career centers in accordance with 20 C.F.R. part 662. Each partner will perform the functions and provide the services as mandated by State and Federal statute. These partners will continue to maintain their own individual program delivery, personnel, accounting, and other management systems. Each career center partner will pay for its own fixed and variable costs as direct charges.

### **Conflict Resolution and Grievance Procedures**

Employee grievances and complaints related to terms and conditions of employment will be handled according to applicable career center partner agency procedures (i.e., the employing agency's procedures). Customer grievances and complaints about any WIA Title I-funded services will be handled according to WIA grievance and complaint procedures, including discrimination complaint procedures. The partner agency will handle grievances and complaints related to the programs or services by that agency. Employees, customers, and other interested persons will be notified of grievance and complaint procedures through postings (written and electronic), other written notice and, as necessary, verbally. Notice and information about WIA and other partner agency grievances and complaint procedures will be made available in alternative formats to persons with disabilities. Every possible effort will be made to combine and coordinate notices, policies and procedures where not prohibited by law or regulation.

Partner agencies and the Alabama Career Center Operator will designate a person to be responsible for coordinating career center grievance and complaint activities. This person will serve as the career center contact for information, referral and assistance regarding filing and processing grievances and complaints.

### **Duration and Modification of Plan**

At any time, any career center partner may request an amendment to the MOU in writing to the WDD/AWIA. However, the career center partners must agree upon the amendments before presenting them to the Alabama Local Workforce Investment Board (ALWIB). All requests will be presented to the LWIB for final approval. The Memorandum of Understanding will be in effect upon approval by the AWIA Local Board and will remain in effect until any of the career centers partners requests a revision. If a career center partner does not sign the MOU, the Chair of the LWIB will notify the Governor. If the impasse cannot be resolved between the partners through negotiation or mediation, the Governor will notify the Secretary of Labor and the national office of the partner who has not signed the MOU. The Governor can remove required career center partners who do not sign the MOU from the Board. Administration and oversight of this MOU will be the responsibility of the LWIB.

### **Summary**

The Alabama Career Center Operators have established a service delivery pathway that provides customers access to training services based on customer need, eligibility, and funding availability. Before customers can access training, career center staff must provide core services, which include job search, initial assessment, eligibility, and supportive services. However, if the customer is unable to obtain employment through core services and he or she meets the eligibility requirements, then he or she can receive intensive services, such as comprehensive and specialized assessment, individualized employment planning, individual or group counseling and career planning, or case management services. If the customer remains unemployed or underemployed after receiving intensive services, then the customer may be eligible to receive training funds to increase his/her skills so that he or she can obtain employment in an occupation in demand. Local pathways must address how customers can access the variety of services provided by all required partners and other resources in the community which will support and enhance the customers' attachment to the workforce.

Training in a work first environment, such as Work Experience and Try-Out Employment is available to customers who are unable to obtain employment after receiving core and intensive services. Those customers who lack the necessary skills to obtain initial employment or to move from low wages to better wages and who are determined eligible for training funds will be provided a list of eligible

training providers who provide training in occupations in demand. Customers will choose from this list. Our goal in providing training services to customers is to enable them to connect to the workforce, to increase earnings, increase job retention, and reduce welfare dependency. It is our goal to increase employment, job retention, and earnings of customers. This may require an increased occupational skill attainment.

An "Umbrella" Memorandum of Understanding (MOU), being more general in nature, works best to set direction with enough flexibility so each career center can develop a Resource Sharing Agreement (RSA) with each required partner per the Workforce Investment Act and other locally participating agencies. Using the directions set in the ALWIB MOU, local career center partners will develop the unique aspects of the service pathways and referral processes for all customers, job seekers and employers alike. Shared costs for specific service delivery are to be negotiated at the local level and approved by the participating agencies.

Attached to this MOU is a set of Matrices (3) providing, in detail, the CORE, INTENSIVE, and TRAINING SERVICES provided by each of the Career Center partner agencies in the Alabama Workforce Investment Area. This set of Matrices provides the foundation for the local career center partner Agencies for use in establishing their local agreements in terms of the services to be made available from each Partner. Based on local staffing, customer needs, and the availability of funding from each partner agency, each local career center will develop their Resource Sharing Agreement to include the sharing of costs of the center, as well as the sharing in the delivery of services to all customers at that location.

Included, as an Attachment to this MOU, is a listing of the various partner agency local offices and/or organizations providing services pertinent to the delivery of workforce investment activities, to include agencies providing supportive services that may be needed by career center customers.

This Memorandum of Understanding has been developed with the full cooperation and input of all career center partner agencies, or their representative, in the Alabama Workforce Investment Area, and remains in effect until modified by one or more of the partners. Additional partners may be added to this MOU as identified, and their services integrated into the Alabama Career Center System.



CORE SERVICES										(January/04)								
SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
Eligibility Determination	X	X		X					X	X	X		X	X	X		X	
Outreach and Recruitment	X		X	X		X	X	X	X	X	X	X			X		X	
Initial Assessment*	X		X	X		X	X	X	X	X	X	X	X	X	X		X	
Job Search and Placement Activities	X		X	X		X	X		X	X	X	X	X	X	X		X	
Employment & Labor Market Information	X		X	X	X	X	X		X	X	X	X	X	X	X		X	
Job Vacancy Listing	X		X	X		X			X	X		X	X	X	X		X	
Information on Job Skills	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	
Information on Local Demand Occupations	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	
Performance and Program Cost Information			X			X	X					X	X			X		
Information on Local Performance Measures	X					X	X					X	X			X		
Provision of Supportive Services				X		X	X		X	X	X		X	X	X		X	
Establish Eligibility for Financial Assistance						X	X					X	X	X	X	X	X	
Follow-up Service Including Counseling	X		X	X	X	X	X		X	X	X	X	X	X	X		X	

\* *Includes assessment of supportive services needs such as childcare and transportation.*

A. Department of Industrial Relations (DIR)/Employment Service  
 B. DIR/Unemployment Service  
 C. DIR/Veterans  
 D. DIR/TAA/TRA  
 E. DIR/Labor Market Information  
 F. Job Corps (Montgomery/Gadsden)  
 G. Department of Postsecondary Education/Skills Centers  
 H. Department of Postsecondary Education/Adult Education

I. Department of Rehabilitation Services  
 J. Department of Senior Services/Title V  
 K. HUD Employment & Training Activities  
 L. ADECA /Workforce Development Division (WDD)(WIA)  
 M. ADECA/Community Service Block Grants  
 N. Telamon Corporation (Migrant & Seasonal Farm Workers)  
 O. Dept. of Postsecondary Education/Two-Year Colleges  
 P. Department of Human Resources

INTENSIVE SERVICES											(January/04)							
SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
Comprehensive and Specialized Assessment	X		X	X		X	X		X	X		X	X		X	X		
Development of an Individualized Employability Plan			X	X		X	X		X	X		X	X		X		X	
Group Counseling				X		X	X		X	X	X	X	X		X		X	
Individual Counseling and Career Planning	X		X	X		X	X		X	X	X	X	X	X	X	X	X	
Case Management			X				X		X	X		X	X		X		X	
Work Experience												X	X		X			
Short-term Prevocational Services							X		X	X	X	X	X	X	X	X		

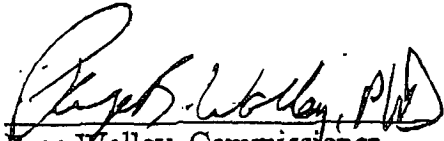
- A. Department of Industrial Relations (DIR)/Employment Service
- B. DIR/Unemployment Compensation
- C. DIR/Veterans
- D. DIR/TAA/TRA
- E. DIR/Labor Market Information
- F. Job Corps (Montgomery/Gadsden)
- G. Department of Postsecondary Education/Skills Centers (WIA)
- H. Department of Postsecondary Education/Adult Education
- I. Department of Rehabilitation Services
- J. Department of Senior Services/Title V/Older Americans Act
- K. Housing & Urban Development/Employment & Training Activities
- L. ADECA/Workforce Development Division (WDD)(WIA)
- M. ADECA/Community Service Block Grants
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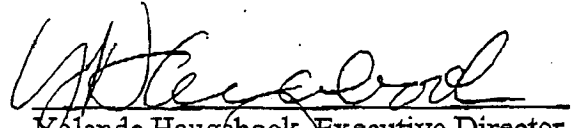
	TRAINING SERVICES										(January/04)							
SERVICES	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
Occupational Training				X		X	X		X	X	X	X		X	X	X		
On-the-Job Training				X			X		X			X			X			
Programs Combining Workplace Training W/Related Training				X		X	X		X	X		X			X	X		
Private Sector Training Programs												X			X	X		
Skills Upgrading and Retraining				X		X	X		X	X	X	X		X	X	X		
Entrepreneurial Training				X		X			X		X	X		X	X	X		
Job Readiness Training				X		X	X		X	X	X	X		X	X	X	X	
Adult Education				X		X	X	X	X	X	X	X		X	X	X		
Customized Training							X		X			X			X	X		
Preparation for Employment Placement/Community Service Employment																	X	


**A.** Department of Industrial Relations (DIR)/Employment Service  
**B.** DIR/Unemployment Compensation  
**C.** DIR/Veterans  
**D.** DIR/TAA/TRA  
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**F.** Job Corps (Montgomery/Gadsden)  
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**M.** ADECA/Community Service Block Grants  
**N.** Telamon Corporation (Migrant & Seasonal Farm Workers)  
**O.** Dept. of Postsecondary Education/Two-Year Colleges  
**P.** Department of Human Resources


**SIGNATURE PAGE  
FOR  
MEMORANDUM OF UNDERSTANDING  
ALABAMA WORKFORCE INVESTMENT AREA'S  
CAREER CENTER PARTNERS**

  
Page Walley, Commissioner  
Department of Human Resources


  
Yolande Haugabook, Executive Director  
Job Corps (Montgomery)


  
Phyllis Kennedy, Director  
Department of Industrial Relations

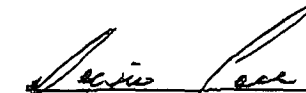
  
Steve Shivers, Commissioner  
Department of Rehabilitation Services

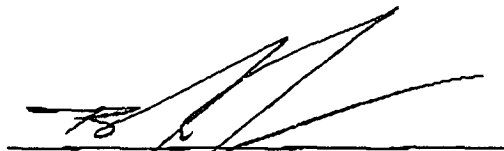
  
Dr. Roy Johnson, Chancellor  
Postsecondary Education

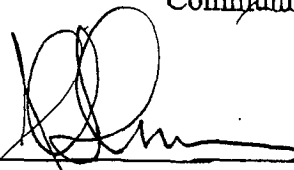
  
Irene Collins, Executive Director 5-20-05  
Department of Senior Services

  
Tim Alford, Director  
Office of Workforce Development

  
Charlotte Hallmark  
Alabama Intertribal Council-WIA

  
Mechill Coel, State Director  
Telamon Corporation

  
Bill Johnson, Interim Director  
Department of Economic and  
Community Affairs

  
Approved  
J. Ab Conner, Board Chair  
Alabama Local Workforce Investment Board

# ALABAMA'S CAREER CENTER SYSTEM STATUS REPORT

## COMPREHENSIVE CENTERS

<b>ALABASTER CAREER CENTER</b> 109 Plaza Circle (Collocated) Post Office Box 910 Alabaster, Alabama 35007-0910 (205) 664-1471 FAX: (205) 620-6713	<b>ALBERTVILLE CAREER CENTER</b> 5920 Highway 431 (Collocated) Albertville, Alabama 35950 (256) 891-1300 FAX: (256) 878-7728
<b>ANNISTON CAREER CENTER</b> 1731 Coleman Road (Collocated) Anniston, Alabama 36207 (256) 832-5191 FAX: (256) 831-9858 (256) 832-0147 – Automated Phone Line	<b>BAY MINETTE CAREER CENTER</b> 201 Faulkner Drive (Collocated) Post Office Box 1104 Bay Minette, Alabama 36507-1104 (251) 937-4244 FAX: (251) 580-4531
<b>CULLMAN CAREER CENTER</b> 1201 Katherine Street, NW (Collocated) Post Office Box 1105 / 35056-1105 Cullman, Alabama 35055 (256) 734-2004 FAX: (256) 734-9773	<b>DECATUR CAREER CENTER</b> 1819-B Bassett Avenue, SE (Collocated) Decatur, Alabama 35601-5913 (256) 350-6500 FAX: (256) 350-6509
<b>DEMOPOLIS CAREER CENTER</b> 1074 Bailey Drive (Collocated) Post Office Box 656 Demopolis, Alabama 36732 (334) 289-4228 FAX: (334) 289-8024	<b>DOTHAN CAREER CENTER</b> (Collocated) 1950 Reeves Street, Plaza 2, Suites 1 & 2 Post Office Box 6268 / 36302-6268 Dothan, Alabama 36303 (334) 793-6709 FAX: (334) 794-4914
<b>ENTERPRISE CAREER CENTER</b> 2021 Boil Weevil Circle (Collocated) Post Office Box 311265 / 36331-1265 Enterprise, Alabama 36330 (334) 393-3782/3783 FAX: (334) 308-2325	<b>EUFAULA CAREER CENTER</b> 122 Paul Lee Parkway (Collocated) Post Office Box 189 / 36072-0189 Eufaula, Alabama 36027 (334) 687-8251 FAX: (334) 687-7661
<b>FORT PAYNE CAREER CENTER</b> 2100 Jordan Road, Southwest Fort Payne, Alabama 35967 (Collocated) (256) 844-4709 FAX: (256) 844-4708	<b>GADSDEN CAREER CENTER</b> 216 North 5 <sup>th</sup> Street (Collocated) Gadsden, Alabama 35901 (256) 546-3366 FAX: (256) 546-3369
<b>HAMILTON CAREER CENTER</b> 1481 Military Street, South (Collocated) Hamilton, Alabama 35570 (205) 921-5672 FAX: (205) 952-9161	<b>HUNTSVILLE CAREER CENTER</b> 2535 Sparkman Drive (Collocated) Huntsville, Alabama 35810 (256) 859-9360 FAX: (256) 859-9364
<b>JACKSON CAREER CENTER</b> 3090 Highway 43 South (Collocated) Post Office Box 1382 Jackson, Alabama 36545 (251) 246-7020 FAX: (251) 246-6713	<b>MONROEVILLE CAREER CENTER</b> 1075 Drewry Road (Collocated) Monroeville, Alabama 36460 (251) 575-7013 FAX: (251) 575-3351

- August 12, 2005

## COMPREHENSIVE CENTERS

<b>SCOTTSBORO CAREER CENTER</b> 3509 South Broad Street (Collocated) Suites 319 & 320 Scottsboro, Alabama 35769 (256) 259-3667 FAX: (256) 259-1608	<b>SELMA CAREER CENTER</b> 1112 Water Avenue (Collocated) Post Office Box 1286 Selma, Alabama 36701-36703-1286 (334) 872-0471 FAX: (334) 872-4355
<b>SHOALS CAREER CENTER</b> 500 South Montgomery Avenue (Collocated) Suites 101-103 Sheffield, Alabama 35660 (256) 381-8131 FAX: (256) 381-9972	<b>TALLADEGA CAREER CENTER</b> 100 Johnson Avenue, North, Suite 105 Post Office Box 6165 (Collocated) Talladega, Alabama 35161 (256) 362-8058 FAX: (256) 362-5747
<b>TROY AREA CAREER CENTER</b> 1023 South Brundidge Street (Collocated) Post Office Drawer 509 Troy, Alabama 36081-0509 (334) 566-9030 FAX: (334) 566-9044	<b>TUSCALOOSA CAREER CENTER</b> 202 Skyland Drive (Collocated) Tuscaloosa, Alabama 35405 (205) 759-2576 FAX: (205) 349-1704 1-866-835-2216
<b>WALKER CAREER CENTER</b> 2604 Viking Drive (Collocated) Post Office Box 1401 Jasper, Alabama 35502-1401 (205) 384-4557 FAX: (205) 384-0260	

- August 12, 2005

# ALABAMA'S CAREER CENTER SYSTEM STATUS REPORT

<b>SATELLITE CENTERS</b>	
(They are not full-service offices, but they all have employment services, job information, and resource areas.)	
<b>Alexander City (Tallapoosa County)</b> 260 Church Street Alexander City, Alabama 35010 (256) 234-5066 FAX: (256) 329-9591	<b>Andalusia (Covington County)</b> 312 Westgate Plaza Andalusia, Alabama 36420 (334) 222-1115 FAX: (334) 222-7286
<b>Blountsville (Blount County)</b> 69050 Main Street Post Office Box 755 / 35031 (Mailing Address) Blountsville, Alabama 35031 (205) 429-4311 FAX: (205) 429-5402	<b>Brewton (Conecuh County)</b> 1023 Douglas Avenue, #314 Brewton, Alabama 36426 (251) 867-4376 FAX: (251) 867-5798
<b>Fayette (Fayette County)</b> 1620 Temple Avenue, North Fayette, Alabama 35555 (205) 932-6876 FAX: (205) 932-4397	<b>Foley (Baldwin County)</b> 200 West Michigan Avenue Foley, Alabama 36535 (251) 943-2327 FAX: (251) 943-7733
<b>Greenville (Butler County)</b> 117 West Commerce Street Greenville, Alabama 36037 (334) 382-3128 FAX: (334) 382-9066	<b>Montgomery (Montgomery County)</b> 1060 East South Boulevard Montgomery, Alabama 36116 (334) 288-0326 FAX: (334) 288-0219
<b>Opelika (Lee County)</b> 2300 Frederick Road Post Office Box 1589 / 36803-1589 Opelika, Alabama 36801 (334) 749-5704 FAX: (334) 749-5031	<b>Opp (Covington County)</b> McArthur Community College Opp, Alabama
<b>Pell City (St. Clair County)</b> 1310 Comer Avenue Pell City, Alabama 35125 (205) 338-4357 FAX: (205) 338-4865	<b>Phenix City (Russell County)</b> 1104 B 280 Bypass *eastern time zone Phenix City, Alabama 36867 (334) 297-1551 FAX: (334) 297-6696
<b>Phil Campbell (Franklin County)</b> Location Pending	<b>Roanoke (Randolph County)</b> 3862 Highway 431 Roanoke, Alabama 36274 (334) 863-8114 FAX: (334) 863-8412

- August 12, 2005

**ALABAMA WORKFORCE INVESTMENT AREA**  
**WORKFORCE INVESTMENT ACT (WIA) GRIEVANCE AND COMPLAINT PROCEDURES**

**REFERENCES**

WIA Section 181©; 20 CFR Part 667, Subpart F (Program Complaints)  
 29CFR Part 37, §§37.70-37.80 (Discrimination Complaints)

**SCOPE AND PURPOSE**

These procedures are established to resolve grievances and complaints that allege violations of Title I of the Workforce Investment Act, including violations of WIA regulations, grants, agreements, local area policies and procedures, or other WIA requirements. The procedures apply to all Alabama Workforce Investment Area (AWIA) WIA programs, activities, and services, and may be used by participants and other persons interested in or affected by the AWIA Workforce Investment System. All entities that receive WIA financial assistance from the AWIA (service providers, training providers, contractors, etc.) must comply with these policies and procedures in the provision of services or the operation of programs and activities that assist or benefit WIA Title I participants.

Procedures for program complaints and procedures for complaints of discrimination are described separately.

These policies and procedures **do not** apply to grievances and complaints related to terms and conditions of employment from employees of AWIA or its sub recipients. Criminal complaints of fraud, abuse, and other criminal activity must be reported according to WIA Incident Reporting Procedures contained in Governor's Workforce Development Directive No. PY 2002-19.

**I. PROGRAM GRIEVANCES/COMPLAINTS**

- A. Notice.** The ***WIA Grievance and Complaint Procedures Form (WDD-24)*** describes the procedures for filing grievances/complaints. Contractors, service providers, and other subrecipients who certify eligibility for WIA must give each applicant a copy of the ***WIA Grievance and Complaint Procedures Form (WDD-24)*** during the application/certification process. Contractor and service provider staff must enter their names, titles, employer's (contractor's/service provider's) name, and the date on the form. Applicants should be asked to read and sign the ***WDD-24***, and contractors and service providers must maintain copies of the signed forms in participant files.

Contractors and service providers must provide this notice in alternate formats to applicants and participants who are visually impaired or who, for other reasons, are unable to read and understand the English language version of the written procedures. The alternate format must be noted in the participant's file. The ***WIA Grievance and Complaint Procedures Form (WDD-24)*** is available in Spanish and on audiocassette tape in English and Spanish versions.

AWIA provides the WIA Grievance and Complaint Procedures Form, including alternate formats, to contractors and service providers. Service providers may copy the forms and tapes as necessary, or request additional forms and/or tapes by contacting the WDD Equal Opportunity/Grievance Officer.



The WIA grievance and complaint procedures should be made available to other interested persons upon request. Complaints should be mailed to

Lillian Patterson  
Equal Opportunity/Grievance Officer  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
Post Office Box 5690  
Montgomery, Alabama 36103-5690

- B. Time Limits.** Program complaints must be filed within one year of the alleged violation. The *date of filing* of any complaint is the date the affected individual, or his/her representative, reports the grievance/complaint officially to an AWIA contractor, service provider, employee or other authorized AWIA representative. **(Note:** A contractor, service provider, etc. should make every effort to have the complainant put his/her complaint in writing. At a minimum, the person receiving the grievance/complaint must document its receipt by noting a date and summary of the issues.)

Complaints must be resolved within sixty days, including efforts to resolve the grievance/complaint informally and any investigation, hearing, or other means of resolution that may be appropriate or required.

- C. Informal Resolution.** The opportunity for informal resolution is provided at the service provider level. Service providers, including training providers, who receive participant complaints must make efforts to resolve those complaints within ten (10) days. Service providers with established grievance and complaint procedures (e.g., training providers serving Individual Training Account (ITA) customers) may use their procedures to try to resolve WIA complaints at this point in the process. However, if service providers' procedures require longer than the ten days allowed for informal resolution, the service provider must inform any WIA participant or other complainant of his/her right to file a written complaint with the Workforce Development Division (WDD) at the end of ten days. When the WDD receives a complaint for which informal resolution is incomplete because of time constraints imposed by the WIA procedures, every effort will be made to allow time for the completion of the service provider's procedures, provided there is still a chance for resolution at the level, and to the extent the WDD is still able to comply with other time limits.
- D. Hearing.** Complaints will be offered an opportunity for a hearing or an investigation when a complaint cannot be resolved informally. The Supervisor, Alabama Workforce Investment Area or the WDD Division Director will assign hearing officers and investigators. Hearing procedures will include:
1. Written notice to parties involved of the issues to be decided, the date, time, and place of the hearing;
  2. An opportunity to be represented by an attorney or other person chosen by the complainant at the complainants expense;
  3. An opportunity to present testimony and evidence;
  4. A written decision from the Supervisor, Alabama Workforce Investment Area; and
  5. Notice of appeal procedures.

Investigations will include a written decision from the AWIA Supervisor and notice of appeal procedures.

- E. Remedies.** The remedies that may be imposed for violations of WIA Title I are found at WIA Section 181©(3), and are limited to:
1. Suspension or termination of payments under Title I;
  2. Prohibition of placement of a participant with an employer that has violated any requirement under Title I;
  3. Reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment, where applicable; and
  4. Other equitable relief, where appropriate.
- F. Appeals.** If the Supervisor, Alabama Workforce Investment Area, does not issue a written decision within sixty (60) days, or if either party to a complaint is dissatisfied with the decision, the complainant or other party may appeal within ten (10) days of the sixty (60) day deadline, or within ten days of the date he/she receives a decision. The written appeal should be mailed to:
- Steve Walkley, Division Director  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
Post Office Box 5690  
Montgomery, Alabama 36103-5690

The written appeal should include a statement of the original complaint issues, the date the complaint was initially filed with AWIA, the date appellant received or should have received AWIA's decision, and a statement of the specific issues being appealed.

If the WDD Division Director does not issue a decision within sixty (60) days of receipt of a request for appeal, or if either party is adversely affected by the Division Director's decision, he/she/they may appeal to the Secretary of Labor. When the WDD Division Director does not issue a decision within 60 days, appeals to the Secretary of Labor must be filed within 120 days of the date of the original appeal to the WDD Division Director. Appeals to the Secretary from adversely affected parties must be filed within 60 days of receipt of the decision being appealed. Appeals to the Secretary must be sent by certified mail, return receipt requested, to:

Secretary  
U.S. Department of Labor  
Washington, DC 20210  
Attention: ASET

A copy of the appeal must also be provided to the other party(ies) involved and to the Employment and Training Administration Regional Administrator. The Regional Administrator's copy should be mailed to:

Regional Administrator  
U.S. Department of Labor  
Atlanta Federal Center  
61 Forsyth Street SW  
Atlanta, Georgia 30303

- G. Records.** Service providers must maintain complaint records for a period of three years from the date the complaint is finally resolved. Complaint records include copies of complaints and documentation of any action taken. At a minimum, service providers' complaint records must include the complainant's name and address, the date of the complaint, a brief statement of the issues, a

brief statement of the resolution and/or referral to another entity, and the date of resolution.

The WDD Equal Opportunity/Grievance Officer will maintain a log and records of complaints filed with the WDD under these procedures. The complaint log will include the complainant's name and address; the name and address of the person/entity against whom the complaint is filed; a brief statement of issues; the date and a brief statement of the resolution; and the name of any entity to which the complaint is referred and date of referral. Investigation reports, hearing transcripts or other records of hearings, decisions, and other correspondence will be maintained for no less than three (3) years from the date of resolution.

- H. **Retaliation Prohibited.** It is a violation of WIA Section 184(f) for the AWIA or any of its subrecipients to discharge or discriminate in any other manner against an individual because the individual has filed a complaint, initiated any proceeding, or testified in any proceeding or investigation related to Title I of the WIA.
- I. **Labor Standards Violations.** An employer or other service provider must inform any WIA participant who is subject to the provisions of a collective bargaining agreement, if the participant has the right to file a complaint alleging labor standards violations under a binding arbitration procedure. A participant who files a complaint under a binding arbitration procedure may not use WIA grievance and complaint procedures at the same time.

## **II. DISCRIMINATION COMPLAINT PROCEDURES**

- A. **Policy.** It is the policy of the Alabama Workforce Investment Area (AWIA) that no person will be subjected to discrimination in any AWIA funded program or activity on the basis of race, color, religion, national origin, sex, age, disability, political affiliation or belief, and for beneficiaries only, on the basis of citizenship or participation in a WIA Title I funded program or activity.

Any person who believes he, she, or any class of persons has been or is being treated in a discriminatory manner in any AWIA funded program or activity may file a written complaint of discrimination.

- B. **Notice.** The **WIA Grievance and Complaint Procedures Form (WDD-24)** contains a prescribed equal opportunity (EO) notice that describes the procedures for filing discrimination complaints. Contractors, service providers and other subrecipients who certify eligibility for WIA must give each applicant a copy of the **WDD-24**. The **WDD-24** must be made available in alternate formats to applicants, participants, and others who are visually impaired or who, for other reasons, are unable to read and understand the written, English language version. Contractors, service providers or other subrecipients who maintain participant files must maintain copies of the **WDD-24** in participant files. When the procedures are presented in an alternate format, a notation must be included in the participant's file.

AWIA provides the WIA Grievance and Complaint Procedures Forms, including alternate formats, to contractors and service providers. Service providers may copy the forms and tapes as necessary, or request additional forms and/or tapes by contacting the WDD Equal Opportunity/Grievance Officer.

**AWIA and subrecipient staff should be able and available to inform applicants, participants, and other of discrimination complaint procedures.**

- C. **Where to File.** Discrimination complaints must be filed with the WDD (State level) or with the Civil Rights Center, U.S. Department of Labor (Federal level). While the AWIA and its subrecipients will be included and involved in the process of resolving discrimination complaints, contractors, service providers, or other AWIA subrecipients will not process such complaints. **Discrimination complaints received by contractors, service providers, employers of WIA participants, etc. should be forwarded immediately to the Equal Opportunity (EO) Officer, Workforce Development Division, Alabama Department of Economic and Community Affairs (ADECA).**

If a complainant chooses to file his/her complaint with the State, the written complaint should be mailed to:

Lillian Patterson  
Equal Opportunity/Grievance Officer  
Workforce Development Division  
Alabama Department of Economic and Community Affairs  
401 Adams Avenue  
Post Office Box 5690  
Montgomery, Alabama 36103-5690

If a complainant chooses to file at the Federal level, the written complaint should be mailed to:

Director  
Civil Rights Center  
U.S. Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210

- D. **Time Limits.** Discrimination complaints must be filed within 180 days of the alleged discriminatory treatment, unless the Director, Civil Rights Center (CRC), U.S. Department of Labor extends the filing time for good cause. A complainant may request such an extension directly from the CRC Director. The 180 day limit does not create a defense for a respondent in a discrimination complaint, but is for the administrative convenience of the CRC.

For discrimination complaints filed with the ADECA WDD, the WDD Division Director will issue a ***Notice of Final Action*** within ninety (90) days of receipt of complaint.

- E. **Resolution.** A complaint who files his/her complaint with the ADECA WDD may choose to have the complaint resolved through investigation or mediation.
- F. **Appeals.** If the complainant disagrees or is dissatisfied with the decision of the WDD, or if the ADECA WDD does not issue a ***Notice of Final Action*** within ninety (90) days, the complainant or an authorized representative may file a complaint with the Director, Civil Rights Center (CRC), U.S. Department of Labor (see address above). The complaint must be filed with the CRC Director within thirty (30) days of receipt of the ***Notice of Final Action*** or within 30 days of the date by which the complainant should have received a decision from the WDD.
- G. **Records.** The WDD Equal Opportunity Officer will maintain a log of discrimination complaints containing the complainant's name and address; the date of the complaint; the basis of the complaint; and the disposition and date of disposition. The WDD EO Officer will maintain the complaint log, records, and

other documents related to complaints for not less than three years form the date of resolution of each complaint.

AWIA contractors, service providers and other entities that receive WIA Title I funds must also maintain any complaint records for not less than three years form the date of resolution of each complaint.

**ALABAMA DEPARTMENT OF ECONOMIC AND COMMUNITY AFFAIRS  
WORKFORCE DEVELOPMENT DIVISION**

**WORKFORCE INVESTMENT ACT (WIA) GRIEVANCE AND COMPLAINT PROCEDURES**

The Workforce Investment Act (WIA) is a federal law that provides for state programs, services, and activities to increase job opportunities, the length of time people stay in jobs, and the amount of money working people earn. The Alabama Department of Economic and Community Affairs (ADECA), Workforce Development Division (WDD), receives money from the U.S. Department of Labor to provide WIA programs, services, and activities. The ADECA WDD is a partner in the Alabama Workforce Investment System and in the Alabama Career Centers located throughout the State, except those in Jefferson and Mobile Counties.

**Who may use these grievance and complaint procedures?**

These grievance and complaint procedures apply to WIA programs, services, and activities in the Alabama Workforce Investment Area (all Alabama counties except Jefferson and Mobile) and Statewide programs, services, and activities run or paid for directly by the ADECA WDD. The procedures may be used by any person who believes the Workforce Investment Act, or any rules or agreements under the WIA, have been violated (not obeyed) in any ADECA WDD WIA program or activity.

**How much time do I have to file a grievance or complaint?**

Discrimination complaints must be filed within 180 days (within about six months) of the date you believe the discrimination happened. Other WIA grievances and complaints about programs and activities must be filed within one (1) year of the date you believe a violation happened.

**How do I file a grievance or complaint?**

If your complaint is about a WIA program or activity, but you are not claiming discrimination, first discuss the grievance or complaint with your supervisor, a counselor at a training location, a human resources or personnel manager where you work, or a person who is responsible for helping people with complaints in the Career Center where you received services to try to settle the complaint locally. If your complaint is not settled in a way that satisfies you within ten (10) days, you may send a written complaint within five (5) days (after the 10 days are over) to Ms. Lillian Patterson, Equal Opportunity/Grievance Officer; Alabama Department of Economic and Community Affairs; Workforce Development Division; 401 Adams Avenue; PO Box 5690; Montgomery, Alabama 36103-5690. Include your name, address, telephone number, and the name and address of the person(s) you think did not obey WIA rules or agreements.

An investigation may be conducted, a hearing may be held, or other action may be taken by the WDD to settle the complaint within sixty (60) days. If you are complaining about a program or activity of the Alabama Workforce Investment Area and you do not get a decision about your complaint within sixty (60) days, or if you are not satisfied with the decision, you may appeal by writing to Mr. Steve Walkley, Director, at the same address as the Equal Opportunity/Grievance Officer (see above) within ten (10) days after you either get the decision or should have gotten the decision.

If you are complaining of labor standards violations (e.g., An employer disobeyed a law or rule about working conditions, wages and benefits, health and safety standards), and you and the employer are complaining about are covered by a collective bargaining agreement (e.g., and agreement between an employer and a union about wage rates, hours of labor and working conditions), you may choose to file your grievance through what is called a *binding arbitration procedure*. Contact your supervisor, personnel manager, or union representative for information about whether this applies to you and the steps to be taken.

### **Non-Discrimination Provision**

The Equal Opportunity (EO) Officer for the Workforce Development, Workforce Development Division, serves as the EO Officer for the Alabama Workforce Investment Area. EO and nondiscrimination policies and procedures are distributed to AWIA contractors and service providers, including those related to notice and communication of EO policy, universal access, physical and programmatic access for persons with disabilities, complaint procedures, and confidentiality of records. Nondiscrimination assurances are required in contracts, plans, and other financial agreements.

The AWIA EO Officer provides training and technical assistance to local area and career center staff, and monitors the implementation of nondiscrimination policies and procedures. AWIA administers the *Alabama Customized Employment (ACE) Grant Program* which is designed to provide demonstration programs and to incorporate customized employment options for people with disabilities into the array of services offered throughout the Alabama Career Center System.